



Intelligent Swarming Insights: The Next Big Thing for Support?

Swarming improves our ability to create relevant skills. Skills development enables an increase in:

- *Customer loyalty*
- *Employee loyalty*
- *Operational efficiency*

The tiered support model of the past 35 years is giving way to a new structure and process: a better way to align people with work. Intelligent Swarming is a collaboration-based model that seeks to get the person, or people, most likely to be able to solve an issue working on that issue on the first touch.

The benefits of collaboration are well understood by support staff; they do it quite naturally. And, they often collaborate *in spite of* the traditional tiered support model and escalation processes that we have imposed on them. What if we created processes and structures that enabled collaboration? Early adopters of swarming are reporting compelling benefits including faster skills development, improved employee morale, and increased customer satisfaction.

Intelligent Swarming is not a new topic for the Consortium for Service Innovation. But in the past few years, a handful of member companies have implemented the swarming concepts, albeit in very different ways, but all with great success.

This one-day Intelligent Swarming Insights workshop provides:

- An explanation of the principles
- A summary of case studies, benefits and lessons learned from the early adopters
- Details on the qualification criteria: swarming is not for everybody
- Insight to the critical key enablers
- 7 scenarios to consider in designing the process
- Tool functionality and integration requirements

Agenda

Time	Topic	Outcome
9:00	Welcome and introductions	Set the context for the workshop, get to know who is in the room
9:45	Intelligent Swarming overview	Understanding of Intelligent Swarming principles, process and benefits
10:15	Break	
10:30	Is Intelligent Swarming right for your organization?	Identify the key factors that indicate relevance: <ul style="list-style-type: none"> • Complexity • Severity • New vs known ratio
11:15	Who else is doing it? Case studies	Insight to early adopters' experiences: BMC, Red Hat, Cisco and Microsoft
Noon	Lunch	
1:00	Critical enablers	Understand the key dependencies for success: <ul style="list-style-type: none"> • Culture of collaboration? • How strong is the trust network? • The "know me factor" (people profiles) and reputation models
1:30	Organizational assessment	How to assess your organization, where are they are with respect to the critical enablers?
2:15	Break	
2:30	Adoption considerations	Ideas on how and where to get started <ul style="list-style-type: none"> • Identify collaboration groups • 7 scenarios -process design • Technology dependencies • Assessment – what group is mostly likely to be successful • How to measure success
3:30	Adjourn	