



# Virtual User Group: Workflows & Process

Tuesday, November 10, 2020

Today's Host



## Leigh Burger

Principal Customer Success Manager  
Workfront

# Agenda

11:00 a.m. Welcome and Agenda

11:05 a.m. Workfront Workflows & Process  
*Tony Byrnes, Dir. of Program Management, Altice USA*

11:35 a.m. Group Discussion

12:25 p.m. Wrap-up Next Steps

12:30 p.m. Event Ends



# Workflow & Process



Tony Byrnes  
Director of Program Management @ Altice USA

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[LinkedIn](#)



# Who is Altice USA?

## About Altice USA

Altice USA is a communications and media company that enables its customers through the power of connectivity. With a relentless focus on challenging today's norm while developing the telecommunication of the future, our products and services bring people closer together and connect them to the things that matter most to them, faster and more easily than ever before.

# Altice USA Brands

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workfront

=

Network  
Expansion  
(New Build)

# Network Expansion



TV

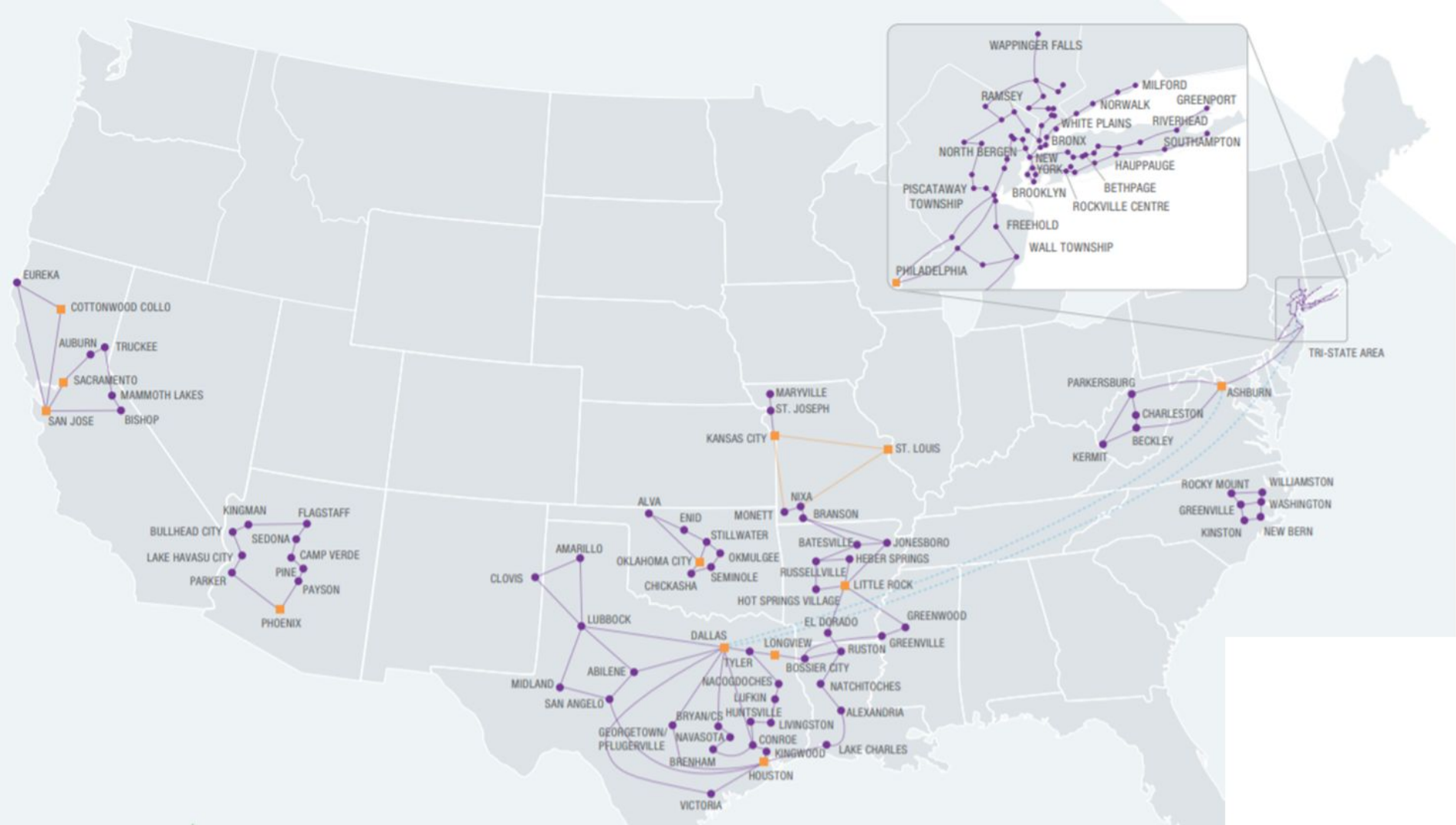


Phone



Internet





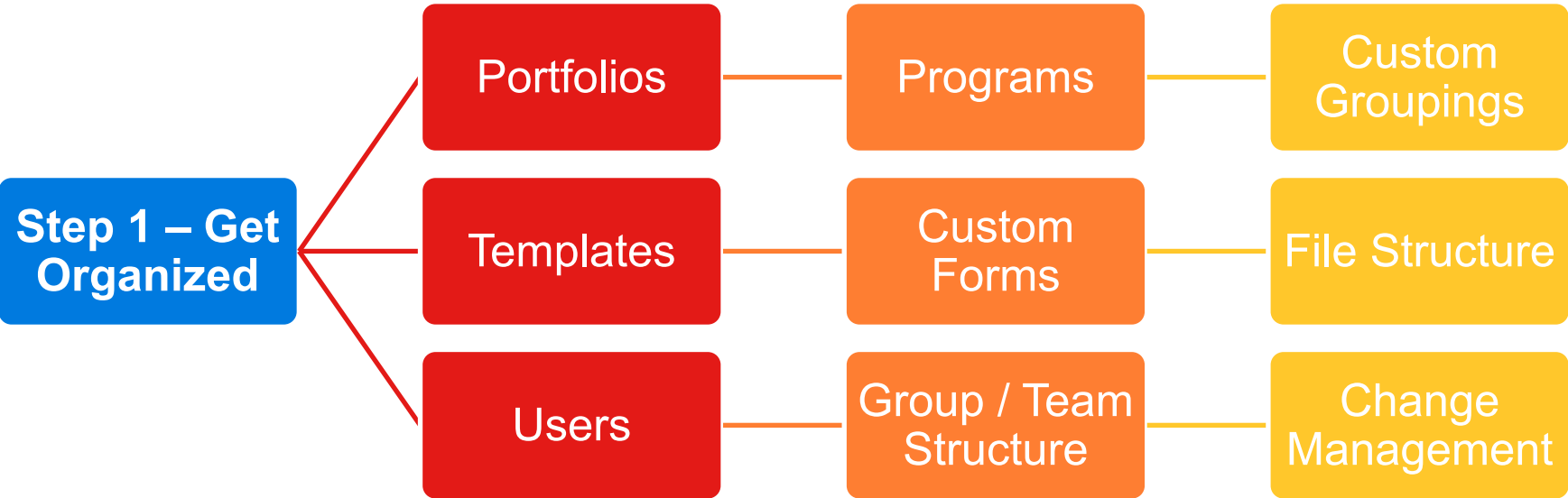
# Workfront Project Management Summary

- 7,500 Network Expansion (New Build) Related Projects Ongoing
- 16,000 Total Network Infrastructure Related Projects Ongoing
- Over 1,200 users
- Dozens of Inputs
- Interaction with up to 20 departments per project
- Stakeholders range from front line to CEO

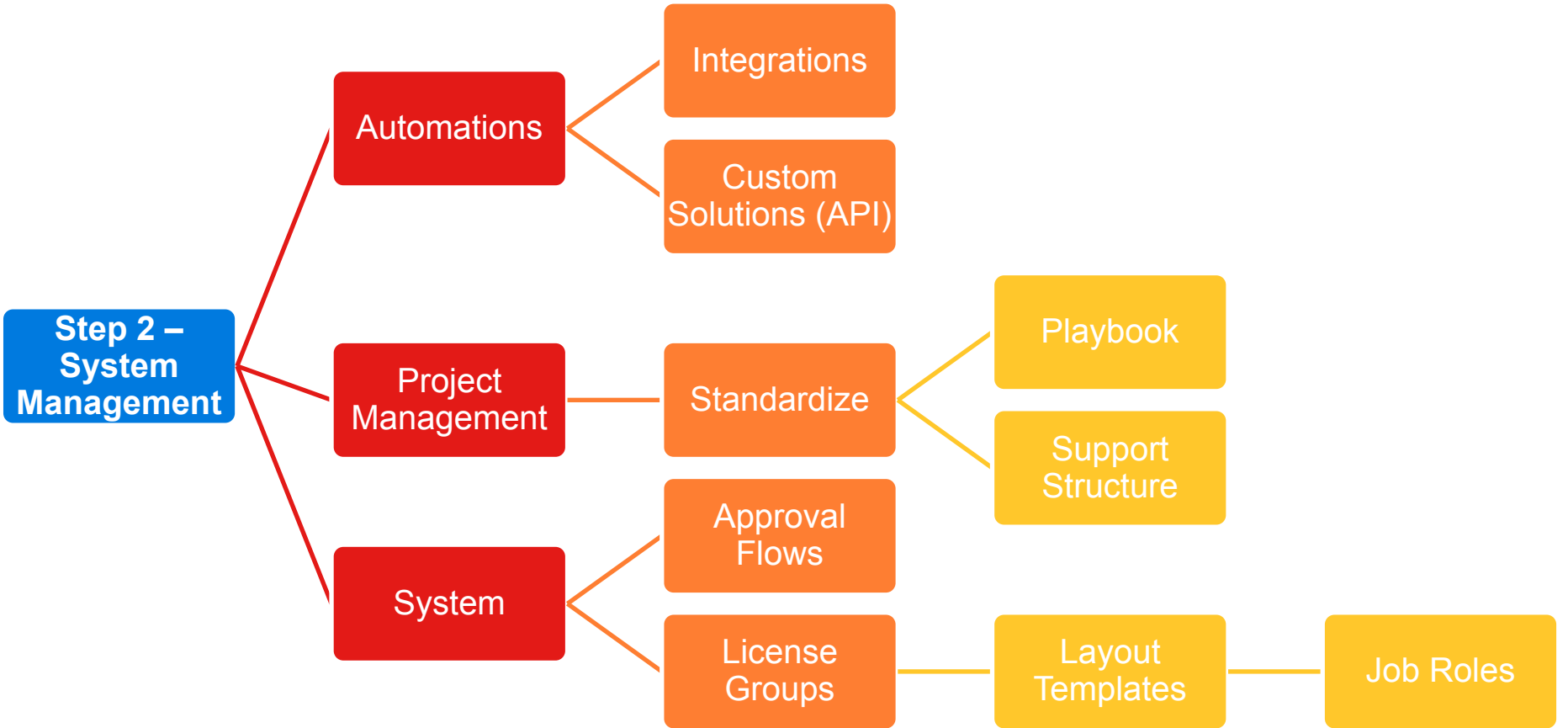
***How Do We Do it?***

# Workflow, Process, Integration and Automation

# Workflow, Process, Integration and Automation



# Workflow, Process, Integration and Automation





# **Your Workflow Can Help Manage Governance if Implemented Consistently**



# Project Initiation

## Multiple Required Inputs

### Sales Request

- Quote
- Engineering
- Development Review

Status

- Requested
- Pending Approval

Approvals



## Multiple Required Inputs

### Design

- Walkout
- Upload of Maps

Select a Request Type

New Build Project Request

New Build Project Request

-- Select --

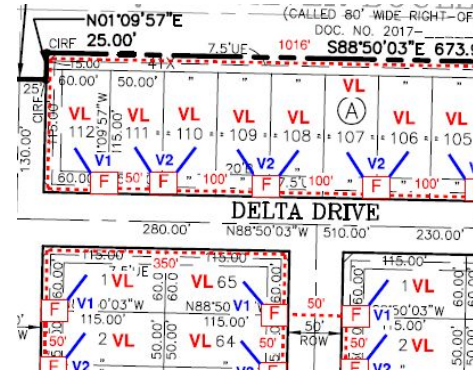
Route to OPT New Build Intake Team

Route to SDL New Build Intake Team

## Capex Approval

- Payback
- Required Project Information Validated

## Multiple Required Inputs



# Quote Process

Project Owner  
Chris Morgan  
Manager, Project Management

Planned Completion: May 28, 2021 | Status: ● Planning | Condition: ● On Target | Percent Complete: 0%

Tasks | Project Details | Updates | Documents (1) | Issues | **West CE** | More ▾

SDL | Job Cost Estimator Dash | As of Nov 9, 2020 10:21 am Central Standard Time

### SDL | Rate Card - Cost Estimate

Export ▾

<input type="checkbox"/>	Name	Altice Region	Rate Card Region	Ready to calculate Estimate?	Automation Last Ran	Automation Log
<input type="checkbox"/>	CMo - West CE Test	Altice West (Suddenlink)	Texoma Standard	Calculated	10/21/20 10:19 AM	

Showing all 1 projects

### SDL | Cost Estimator Inputs

+ New Issue | Export ▾

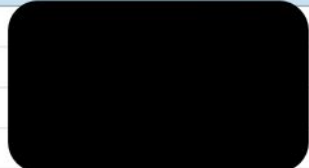
<input type="checkbox"/>	West Job ID ↑	Aerial Coax	Underground Coax	Aerial Fiber Deep	Underground Fiber Deep	Aerial FTTH	Underground FTTH	Aerial Fiber	Underground Fiber	Aerial Node + 2	Underground Node + 2	Total
<input type="checkbox"/>	Footage		20000									20000
<input type="checkbox"/>	Homes Passed		144									144
<input type="checkbox"/>	Fiber Count											0

### SDL | Calculated Job Total

+ New Issue | Export ▾

Details | Summary

<input type="checkbox"/>	Exclude	Name	Part #	Labor Code	UOM	Quantity	Unit Cost \$	Total \$
<b>Final Total: Material (15)</b>								<b>\$2,425.29</b>
Altice West Job Type: MATERIALS - ACTIVES (15)								\$2,425.29
<input type="checkbox"/>		ND 1500209-005 OM4100 PREMIUM HIGH GAIN 1GHZ FORWARD PATH OP	36945		EACH	0		
<input type="checkbox"/>		ND OM2741GJ-8C2C5-00KC000-ZZ SERIES:OM2741 SEG NODE; BW:1 GH	36946		EACH	0		
<input type="checkbox"/>		AT TRUNK FM901E; EQUAL TILT: 30DB SPACING; 42/54; 499.25 ALC	36952		EACH	1		
<input type="checkbox"/>		AT BRIDGER, FMBEGPJ-L06E6FIN; FM901E	36963		EACH	1		





**If a project is not in Workfront, it  
doesn't exist!**

# Project Planning

## Conduct Procurements

- RFP Responses
- Order Materials

<input type="checkbox"/>	# ↑	Task Name	Pln Dur
<input type="checkbox"/>	24	Request Phase	23 Days
<input type="checkbox"/>	25	Submit Application for Permits [MILESTONE]	3 Days
<input type="checkbox"/>	26	Upload Signed RFP(s) and Project Worksheet [MILESTONE]	1 Day
<input type="checkbox"/>	27	Submit PO Requisition for OSP Labor [MILESTONE]	3 Days

## Project Kick-off

- Contractor Meeting
- Coordinate all parties



### TEMPLATE FOLDERS

- Addresses
- As-Builts
- Capex & BOMs
- Closeout
- Design
- Invoices
- Maps
- MARS Requests
- Permits
- RFPs

*\*All procurement and permit documents are stored within standard folders on the project.\**

## Engineering

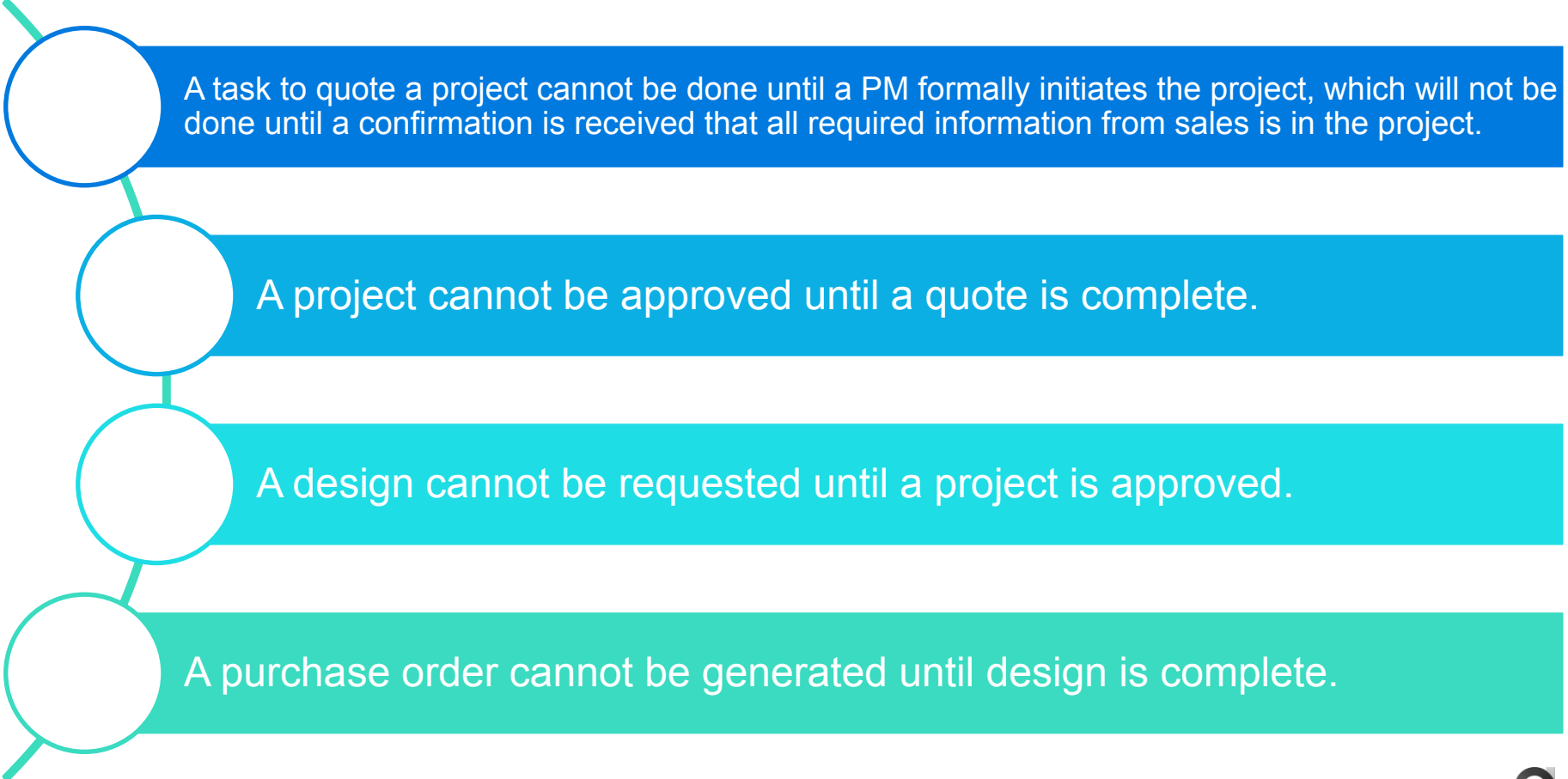
- Permits
- Pole Make Ready

<input type="checkbox"/>	# ↑	Task Name
		Materials [MILESTONE]
<input type="checkbox"/>	30	Assign Remaining Tasks and Schedule Kickoff Call [MILESTONE]



**The sequence of events is critical up to this point, and utilizing predecessors and enforced predecessors (where needed) helps ensure task owners receive tasks when truly ready.**

## Predecessor Examples



A task to quote a project cannot be done until a PM formally initiates the project, which will not be done until a confirmation is received that all required information from sales is in the project.

A project cannot be approved until a quote is complete.

A design cannot be requested until a project is approved.

A purchase order cannot be generated until design is complete.

## Field Management

- Construction
- Powering



**A new friend will be new and improved.**

Suddenlink is investing millions of dollars laying miles of new fiber optic cables to make your TV reception even clearer and internet connections even faster! We're bringing you a whole new generation of video and data offerings. This is what makes Suddenlink a leader in technology and exactly the kind of friend you need in the digital age!

**During the construction process, work crews will be working in the Easement area.**



Task Name	Pln Dur
Construction / Installation	20 Days
Workstart Issued to Contractor [MILESTONE]	3 Days
Power Supply Set and Addressed	10 Days
Power Supply Inspected, Metered, and Documented	10 Days
OSP Fiber / Coax in Place [MILESTONE]	15 Days



# Project Execution

Task Name

Production Activation Phase

Install Headend Equipment for New Node [MILESTONE]

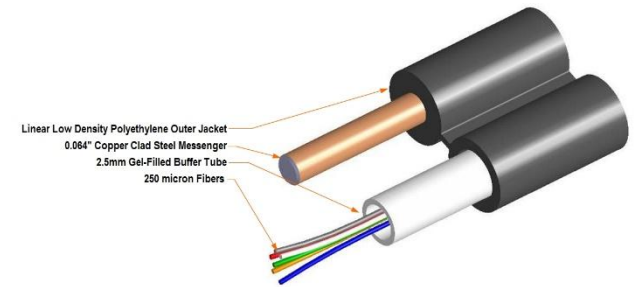
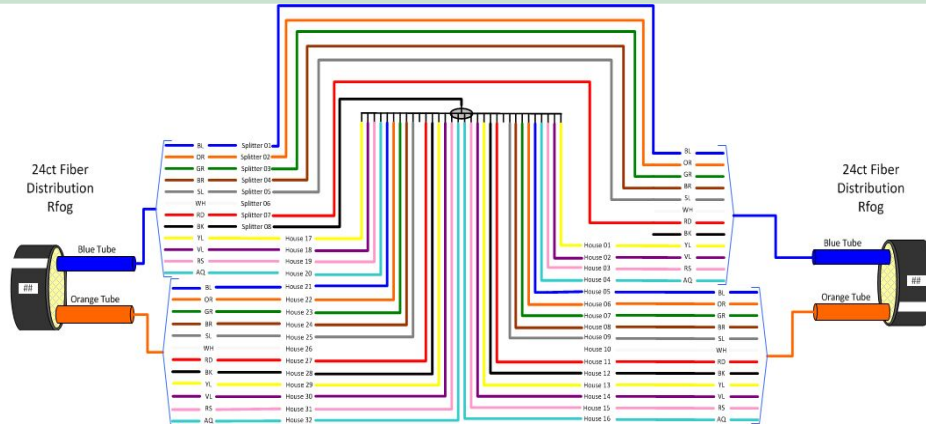
Schedule UCR for Coax Splicing

Schedule UCR and OTDR for Fiber Splicing

Fiber / Coax Spliced and Activated [MILESTONE]

## Field Management

- Fiber or Coax Splicing





# Project Control

# ↑	Task Name
<input type="checkbox"/> 50	Field QC and Acceptance
<input type="checkbox"/> 64	Soft QC & Custom Form Validation

# Quality Control

- In Field QC
- Post Completion QC



altice QUALITY CONTROL INSPECTION

\* Required

QUALITY CONTROL INSPECTION

PASS / FAIL / N/A

13. GENERAL CONSTRUCTION \*

	PASS	FAIL	N/A
FIBER TAG(S) INSTALLED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
POLE TAGS INSTALLED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FIBER COILS PROPER LENGTH	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CORRECT FIBER COUNTS INSTALLED	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BUILT AS PER PRINT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
FIBER CONDITION	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WORKMANSHIP OUTSIDE ENCLOSURE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
WORKMANSHIP INSIDE ENCLOSURE	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>




## Quality Control

- Issue Management
- Direct Contractor Resolution



⊕ New Issue [→] ▾ 🔍 ⏏ Open

<input type="checkbox"/> Ref #	Name	Assignments	Priority	Status
<input type="checkbox"/> 10173858	4th & Mimosa Overlash Issue		Normal	New
<input type="checkbox"/> 9341002	 hv MM00039 Failed QC		Normal	In Progress
<input type="checkbox"/> 9503621	 hv MM00079 Failed QC		Normal	New
<input type="checkbox"/> 9633042	 hv MM00117 Failed QC		Normal	In Progress



**The quickest path to issue resolution is direct assignment to the issue owner.**

# Project Addressing & Closeout

## Addressing

- Generate List
- Integrate into WF
- Sales Rideout

## Billing

- Address Load to Billing

## Validation

- PM Verification



<input type="checkbox"/> # ↑	Task Name	Pln Dur	Start	Comp	Assigned	Predecessors
<input type="checkbox"/> 51	▼ Addressing Phase	32 Days	107	139		
<input type="checkbox"/> 52	B2C AE Home/Lot Verification & Rideout (New Build B2C AEs)	2 Days	107	109	New Build B2C AE*	🔗 30 🔗 41
<input type="checkbox"/> 53	Pre-load Addresses to Workfront (Marked Unserviceable) for Billing System Entry	1 Day	107	108	Construction Coordinator	🔗 30 🔗 38e 🔗 41
<input type="checkbox"/> 54	Upload Addresses in Workfront, Release Addresses to Billing System for NBR [MILESTONE]	1 Day	137	138	Construction Coordinator	🔗 50 🔗 52 🔗 53
<input type="checkbox"/> 55	Address Management Verification	1 Day	138	139	Project Manager	🔗 54

# Addressing – Generate List

MULTI DWELLING?

START  END  RANGE  FRACTION  BUILDING

PRE-DIR  STREET NAME  THOROUGHFARE  POST-DIR

CITY  ZIP5  WHITEHOUSE

STATE  HEADEND  NODE

CORP  FRANCHISE  SERVICEABLE  DWELL CODE

DROP TYPE  MAP  POLE/PED/ID

	CORP	FTAX	HOUSE	FRACTION	PRE-DIRECTION	STREET	POST-DIRECTION	BUILDING	OCCUPANCY TYPE	APT #	CITY	STATE	ZIP	NODE	HEADEND	DROPTYPE	PROJECT #	DWELL	SEP
1			100		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
2			101		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
3			102		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
4			103		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
5			104		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
6			105		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
7			106		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
8			107		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	
9			108		▼	BYRNES ST	▼		▼		WHITEHOUSE	TX	75791	T150A	TR	3-ACTV UG...		▼	

# Addressing – Integrate to WF via API & Create Issues

Addresses(2)



[addresses\\_9901684.txt](#)

Added on Nov 6 at 1:37 pm by Business Operations Integration User - [Comment](#)

Make a selection



## OSP Automation Form

[Edit Custom Form](#)

Ready to load address file?  
Success

### Automation Section

Automation Log  
Successfully imported addresses

Address Input As of Nov 9, 2020 11:00

Address Imports

[New Issue](#) [Export](#)

<input type="checkbox"/>	ADDRESSID	CORP	FTAX	Name	SERVICEABLE NODE	DROTYPE	OCCUPANCY TYPE	BUILDING ↑	APT # ↓	DWELL ↓	HEADEND	PROJECT #
<input type="checkbox"/>	10556956	7708				O				V	P3	
<input type="checkbox"/>	10556960	7708				O				V	P3	
<input type="checkbox"/>	10556961	7708				O				V	P3	
<input type="checkbox"/>	10556969	7708				O				V	P3	
<input type="checkbox"/>	10556970	7708				O				V	P3	
<input type="checkbox"/>	10556973	7708				O				V	P3	

# Project Addressing & Closeout

## Closeout

- Address Verification
- Invoicing
- Sales Rideout
- Documentation

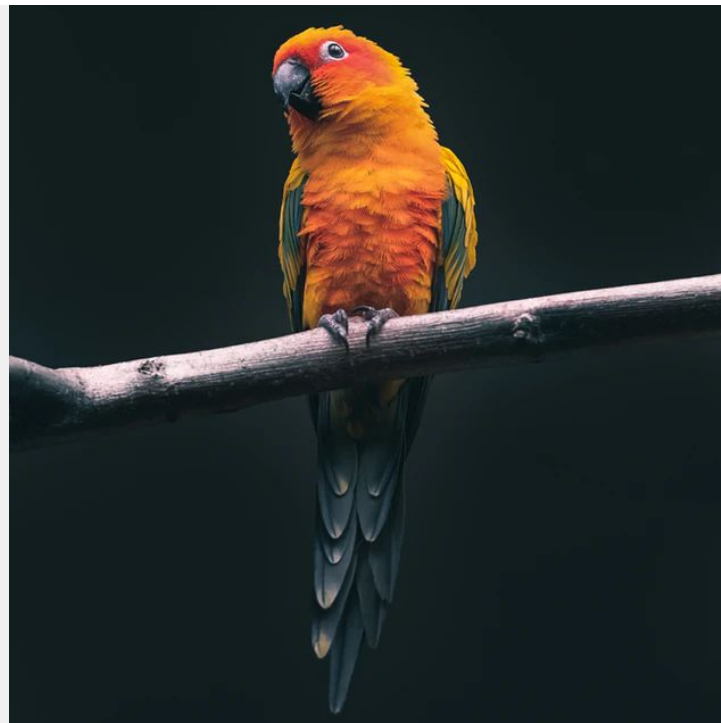






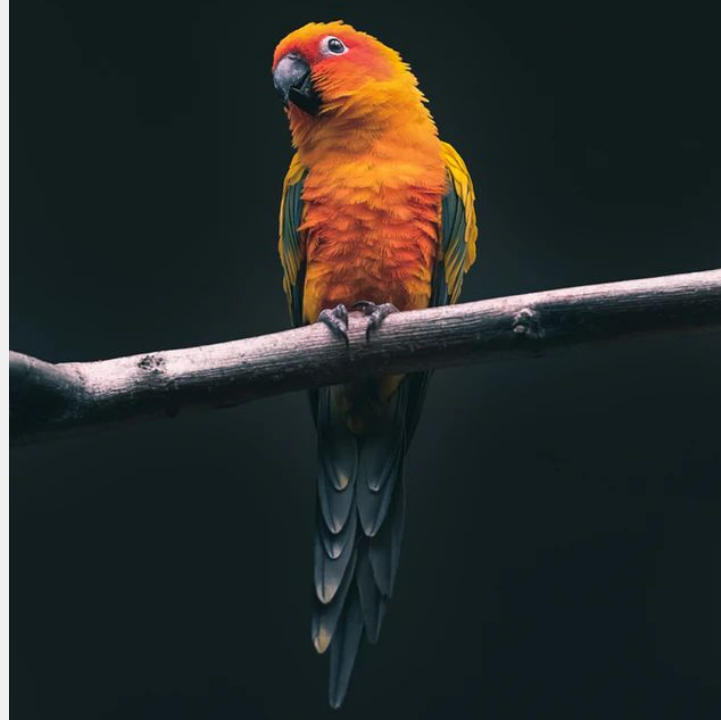
# “Birds of a Feather” Group Discussions

- Go around the group and share an example workflow you use today. What ideas do you have for enhancing that workflow?
- Or share a process that needs updating. How does (or how SHOULD) Workfront fit into this workflow?



# “Birds of a Feather” Group Discussions

- If you could wave a magic wand, what is one workflow or process you wish you could magically have right now?
- If your project workload increased by 10 times, would your existing workflow need to be updated or streamlined?





## Wrap-up and Next Steps

# Continue the Conversation on Workfront One

- Collaborate with others in a similar industry or department
- Harness the power of your peers to crowdsource inspiration and solutions
- Learn about upcoming events

workfront ONE

Search... Search

Kristin Farwell

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Community Discussions

Question Poll

What would you like to know? [Ask](#)

Sort by:  
Latest Posts

For the Love of Pets  
Workboldy · Kristin Farwell · June 8, 2020 at 7:50 AM

Product updates

What's new in Workfront  
[2020.2 release overview](#) (new in Production)  
[2020.3 release overview](#) (new in Preview)

What's new in Workfront Library  
[Workfront Library release activity](#)

Discover the new features in the new experience

## Virtual User Groups - Fall 2020

[one.workfront.com/events](https://one.workfront.com/events)

- Nov 17: Tracking Time in Workfront (i.e. Timesheets!)
- Dec 8: Reporting to Executives

*Coming soon!*

- *System Admin Best Practices - Enablement*
- *Transitioning to the New Workfront Experience*
- *Advanced User Group - Work Automation*



**Thank you.**

**workfront**<sup>®</sup>