



Project Reference for Avy Ellis (called consultant in the following)

The consultant's assignment in general was to consult and support the project **"Implement and develop an Integrated User Help Desk for 4D Organisation"** of DHL Worldwide Express GmbH Germany.

The help desk's target group contains all internal IT users of the newly created DHL Express organization.

The project last from July 2003 to December 2004.

The project's requirements were as follows:

- Create a concept for the help desk
- Analyse support processes of the merged companies of DHL following ITIL philosophy.
- Create a business case for the help desk that had to be implemented
- Reconcile business case with central project authorities
- Create presentations for communicating project's goals and planning (detailed knowledge in MS-Office products required)
- Plan, elaborate and support pilots of the newly created help desk
- Create and reconcile support processes for the newly created help desk
- Elaborate knowledge management and fill the knowledge data base for the help desk
- Elaborate a training concept for HP OpenView Service Desk and do trainings for DHL employees
- Process reconciliation with DHL Global Information Services and the external provider (Telekom Systems International)
- Support and consult project management group in all necessary project management tasks (such as reconciliation with workers council, elaborating requirements for employees, etc.)
- Elaborate KPI (Key Performance Indicators) to mirror help desk's performance and build up standard reporting structure to satisfy senior management reporting requirements on a monthly base.

The consultant met the requirements above to our satisfaction. We wish him all the best for his future career.

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Help Desk Manager

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