Announcement: 4Q 2024 IBM Content Champion awards

Priya Dalvi

Priya demonstrates great skill in her everyday work on Order Management containers content. From the early days, Priya has been engaged in sleeves-up, at-the-edge work with her agile team. Producing quality content for new customers and adapting content as we learn more from customers. It's an active space. The work has involved late night's work, and has called for flexibility waiting for the go ahead to publish content when the release gets the go-ahead. During 3Q she replanned the Information Architecture for our users navigating the content. Focused on users' needs and what she had learned from support cases, with SME inputs, she redesigned the Content Journey Mapping and delivered a new experience for our users. This redesign will result in an ease of access for our users and a whole new and improved Getting Started experience that carries them right though to a successful deployment.