

Virtual Technical Support Transition Weekly Update						
Program	Virtual Technical Support Transition					
Program Team	REDACTED					
Time Covered	13 Mar - 20 Mar					
Description	The Global IT Team and the VCS Virtual Strategy Team have taken a joint goal to transition the Virtual Operations Technical Support (VOTS) and Virtual Logistics Team (VLT) from Virtual Customer Service (VCS) to the Global IT team. The expected completion of the transition is August 2019. As VCS continues expanding and other Amazon teams continue adopting the Customer Service Operating System (CSOS), there is a need to transition VOTS and VLT to Global IT to create a unified technical support and logistics structure. Transitioning to Global IT will have pay (and other?) implications for associates, thus associates will be asked whether they would like to transition. Upon accepting the transition, associates will still report through former VOTS/VLT leaders and handle contacts for all Amazon work-from-home employees, i.e. both VCS and non-VCS related contacts.					
Program Updates & Status		Project overall status is Yellow this week as we are finalizing timelines and tasks. It is yellow due to the adjustment needed away from our original migration plan execution date of April 15-19. Path to green – The team will re-baseline total project time based on the completion of HR tasks. The people migration will be completed to the first peak cycle of the year (Prime Day) with the actual migration currently slated to start on May 6, 2019.				
Key Accomplishments	Current Period		Accomplishment		Date Completed	Owner
		1				
		2				
		3				
		4				
	Planned for Next Period		Action Item		Due Date	Owner
		1				
		2				
Risks and Unknowns			Risk Description	Mitigation	Severity/Likelihood	Owner
		1				
		2				
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Program Updates & Status		The team is currently working through realigning the target population to new roles within Global IT, which includes leveling and any potential pay. This will be determined prior to moving the project forward as it is a dependency for all additional areas in scope. In conjunction, work is underway to align the forecasted hiring plan to the migration while identifying resources to fill out the proposed globalized organizational structure. The expectation is for the planning associated with HR tasks will be completed by March 27.				
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Program Updates & Status		CS Finance (REDACTED) met with elements of the team (HR and Leadership) to understand migration and project needs related to resourcing, procurement, in place budgets and the continued logistics buildout. Additionally the team reviewed the proposed hiring forecast and logistics deployment as a group as these needs where decided out of the scope of the migration but will be address during the migration itself. While no risks where noted within CS/VCS additional meetings will be needed with Global IT Finance to further align the finance handoff. The team is slated to meet during the week of March 18 to further align timelines identify any additional tasks and risks and which should move this portion to green.				
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Program Updates & Status		The team has created a draft of the Communications Plan, which is being aligned to the timing of HR tasks. Work is also being done to create mechanisms specifically to capture and address target population concerns. Approval for the plan will be sought no later than March 27.				
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Program Updates & Status		All tools, processes to support the business and metrics related to VCS Support (VLT & VOTS) have been documented. Current and end-state ownership has also been documented. The team is now working to migrate metrics to Global IT platforms to allow for automated delivery/monitoring post migration which will be presented in the during monthly MBR process and further facilitated by the end state onboarding. All current service levels have been documented and shared as have the metrics used to report them. Metrics are in the process of being migrated to the Global IT Standard (Tableau). Elisabeth Kamor also joined the team and will be providing additional tasking for QA.				
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