The 8 Steps to Leading Successful Salesforce.com Projects

-Advance your Salesforce.com Admin Career Today-

IT IS ALL ABOUT VALUE

- **Level up**: Don't just do what the boss says!
  - Own the process, own your projects. You are the salesforce.com expert.
  - Ask great questions and make recommendations.
  - Ensure all deliverables align with their strategic goals (review sessions)

- **Level up**: Don't just provide great documentation and training!
  - Conduct a live "office hours" session once a month

- **Level up**: Don't wait for projects, find your own projects!
  - Connect with people in your organization and be the expert on how all the processes in the organization affects your part of the organization.

- **Level up**: You get a seat at "the" table by giving others a seat at your table!
  - Take every opportunity to give them a seat at your table (take their advice, make their life easier, trust them) and they will catapult your career for you (by driving adoption at the roots and supporting you publicly).

8 STEPS TO LEADING SUCCESSFUL PROJECTS

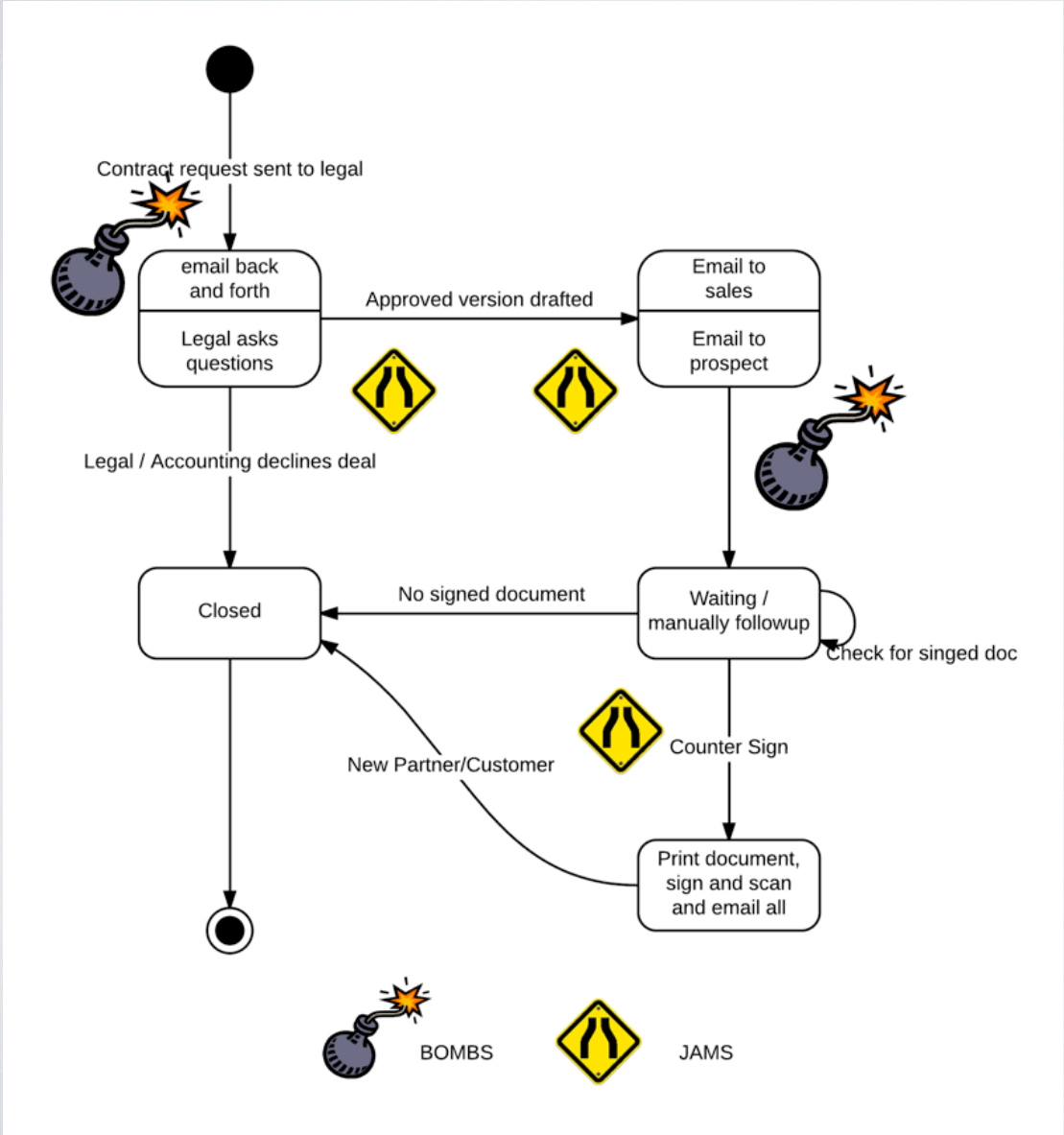
- **Current State** (gather the troops!)
- **Mind your PB&Js** (personas, bombs and jams!)
- **Future State** (workflow diagrams - always use visual aids!)
- **Requirement Documentation**
- **The MVP**
- **QA Testing**
- **Clearly Define Next Steps**
- **Deploy and Feedback Loop**

CURRENT STATE

Project Manager, Executive Sponsor, Business Owner, Subject Matter Experts (SME), Super Users

(aka the "Troops")

MIND YOUR PB&JS



Current State

Personas

Bombs

&

Jams

=

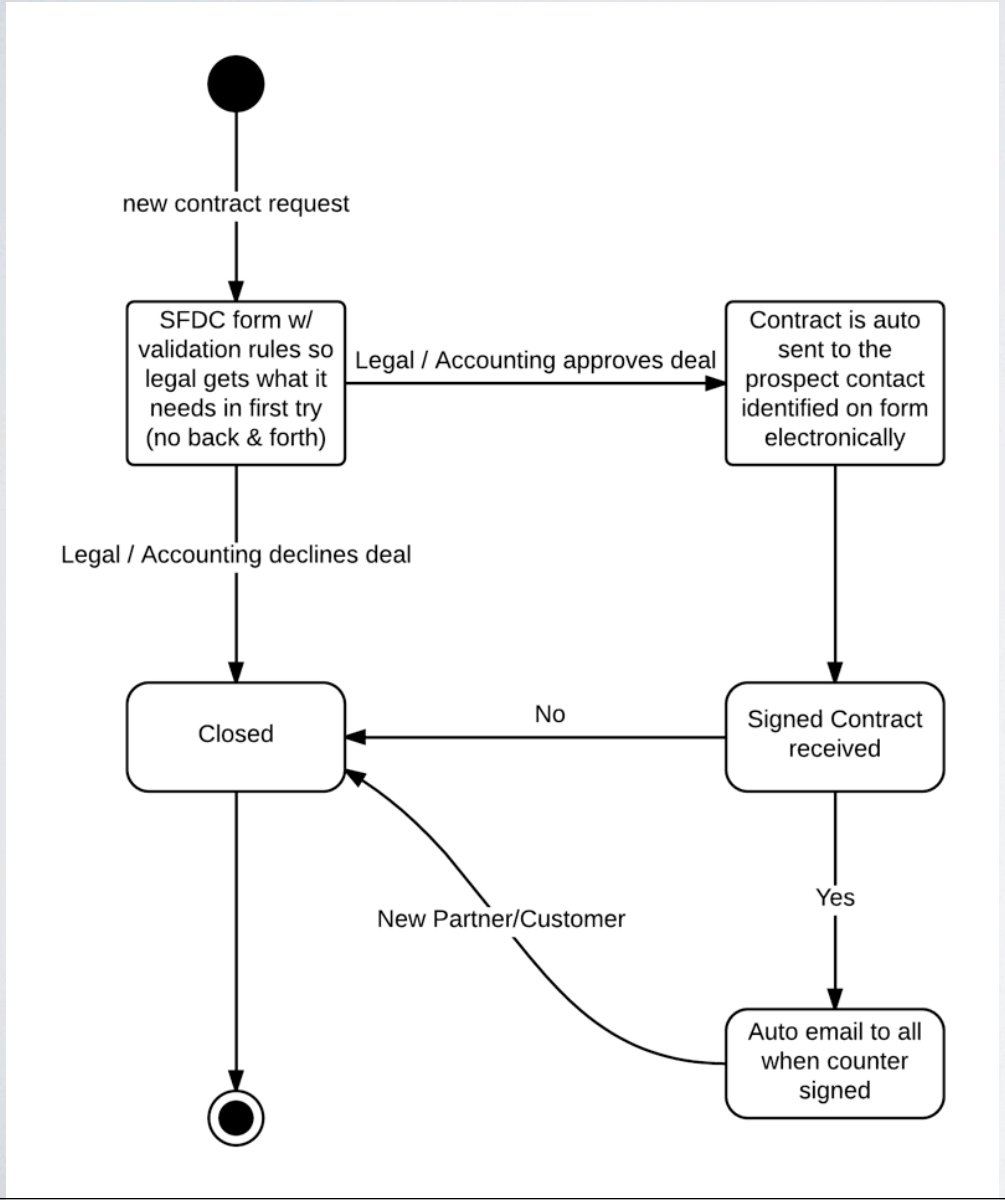
Troops

User Pain

&

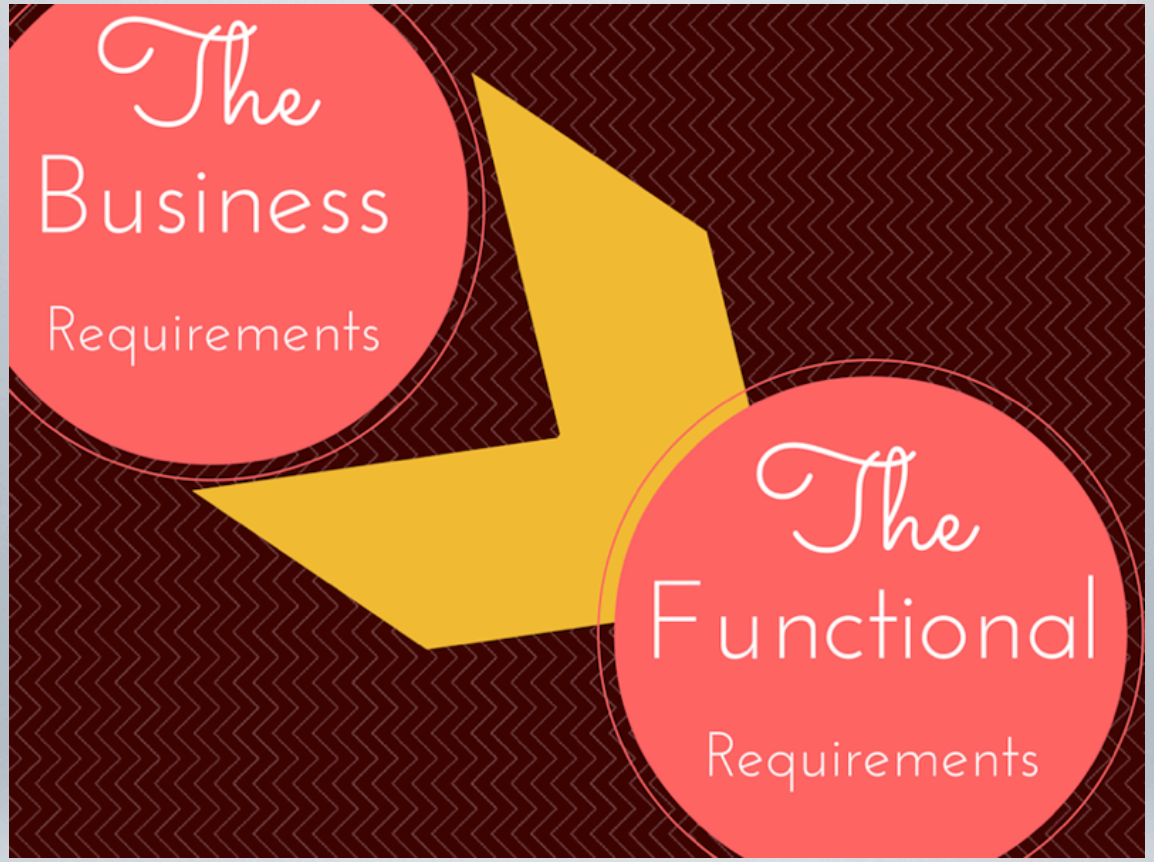
Force.com

CLEAN THE MESS



Future State

Ideal future state of the process with no bombs and jams!



FORCE.COM TRANSLATION

Translate the business requirements of the future state into functional requirements and document this for final approval

THE MVP, QA TESTING AND NEXT STEPS OH MY!

DEPLOY & FEEDBACK LOOP

Join us on the Success Community in
the **Admin to Admin Academy** group

Thank You!

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