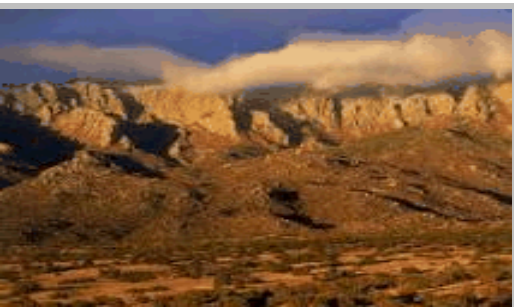


Business Relationship Management Panel

SAND2017-3943C



Connecting with our Customers



SANDxxxxxxxxx



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History of our Collaboration

- NLIT 2015 Birds of a Feather
 - Pacific Northwest, Argonne, Sandia, Oak Ridge, Savannah River, Jefferson Lab, Los Alamos
- 2015 Core Group
 - Pacific Northwest, Sandia, Los Alamos, Oak Ridge/IIA
- NLIT 2016 Community of Interest Network
 - Sandia, Pacific Northwest, SLAC, Los Alamos, Oak Ridge & IIA
- 2016 Core Group
 - Pacific Northwest, Sandia, Oak Ridge/IIA, SLAC, Fermi
- 2017 NLIT – COIN, Panel and Workshop

Topics we've discussed

- How do we know whether we are meeting the needs of our research and mission communities?
- How do we bring in the voice of the researchers and engineers into our improvement projects?
- How are research and mission needs integrated with the IT investment & funding cycles?
- How do we represent customers in daily operations tasks?
- How should we be structured to best meet customer needs?

Panel

- Rolando Ramos – Fermilab
- Bruce Wilson/Bonnie Carroll (??) – Oak Ridge
- Phil George – Pacific Northwest
- Phil Kuhlman - Sandia
- Hector Prado - SLAC

Individual panel member slides here

- Phil Kuhlman
 - 26+ years at Sandia
 - 20+ years in Enterprise IT
 - 2.5 years as BRM lead – initiating BRM at Sandia
- Key takeaway:
 - We're really all solving the same problems and struggling with the same issues.
- Key value from the collaboration:
 - Visibility into how peers at other labs have engaged with their executive leadership, both on the mission and IT sides.