

Implementing a Program (e.g. Part Time Employment) during uncertain economic environment and constraint situations

Pamela Tung

Pamela.ean.ean.tung@intel.com

Abstract

Part time Employment (PTE) is an employee program which allows the employee to work 50-70% of the regular work hours. To the corporate, it is used as one of the employee retention options to retain employees with critical skills in order to stay competitive. This project was particularly challenging because it was implemented during uncertain economic environment where employee would rather retain 100% of their jobs, instead of just partial. There was generally some resentment from user base. Project Manager had been changed several times, team morale was low and members themselves were not fully bought in to the business value. On top of that, the team had to work within constraints of legacy systems and budget constraint where none of IT systems could be enhanced or changed. There were also business constraints such as Legal government requirements, Corporate Human Resource guidelines, Risk and Controls, and a business process optimization challenge posed by the management. This paper outlines the challenges faced by the team to perform exploration, planning and requirements gathering during adverse situations. It details proven techniques and process taken to plan, design and implement the program successfully.

Biography



Pamela Tung works at Intel Malaysia as a Project Manager in the IT (Information Technology) department. Over the past 11 years, Pamela had held a wide range of jobs such as Developer, System Analyst, Business Analyst and currently as Project Manager. She is well known for taking projects that had been deemed as impossible and turning them into success. Some highlights of her project management experience include:

- Managing systems deployment during new product introduction in the factory
- SAP Purchase-to-Pay system implementation to Intel Japan
- SAP Order management & inventory management data conversion initiatives
- Service hubs consolidation projects – moving business functions from offshore to a single location hub site.

Pamela is PMP certified. She lives in Penang, Malaysia with her husband and her daughter. When not working, she enjoys playing music (violin, piano, guitar and drum) and playing with her pet miniature pinscher