

# Enabling the SPARK of Knowledge: A Sustainable Solution for Standard Processes and Related Knowledge



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# The Old World

## Finding What You Need to Do Your Job



**HARD TO FIND**

**OUTDATED  
CONTENT**



**DUPLICATE  
VERSIONS**



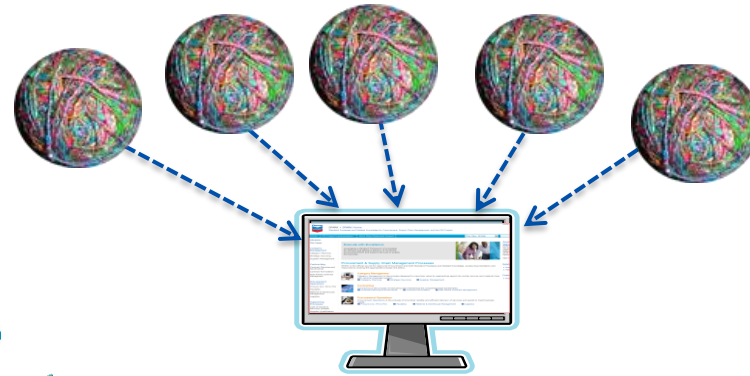
**NO STANDARD FORMAT**

# The New World Finding What You Need to Do Your Job



**EASY NAVIGATION**

**MAINTAINED  
CONTENT**



**ORGANIZED  
& RELEVANT**



*Do the right thing!!!!*

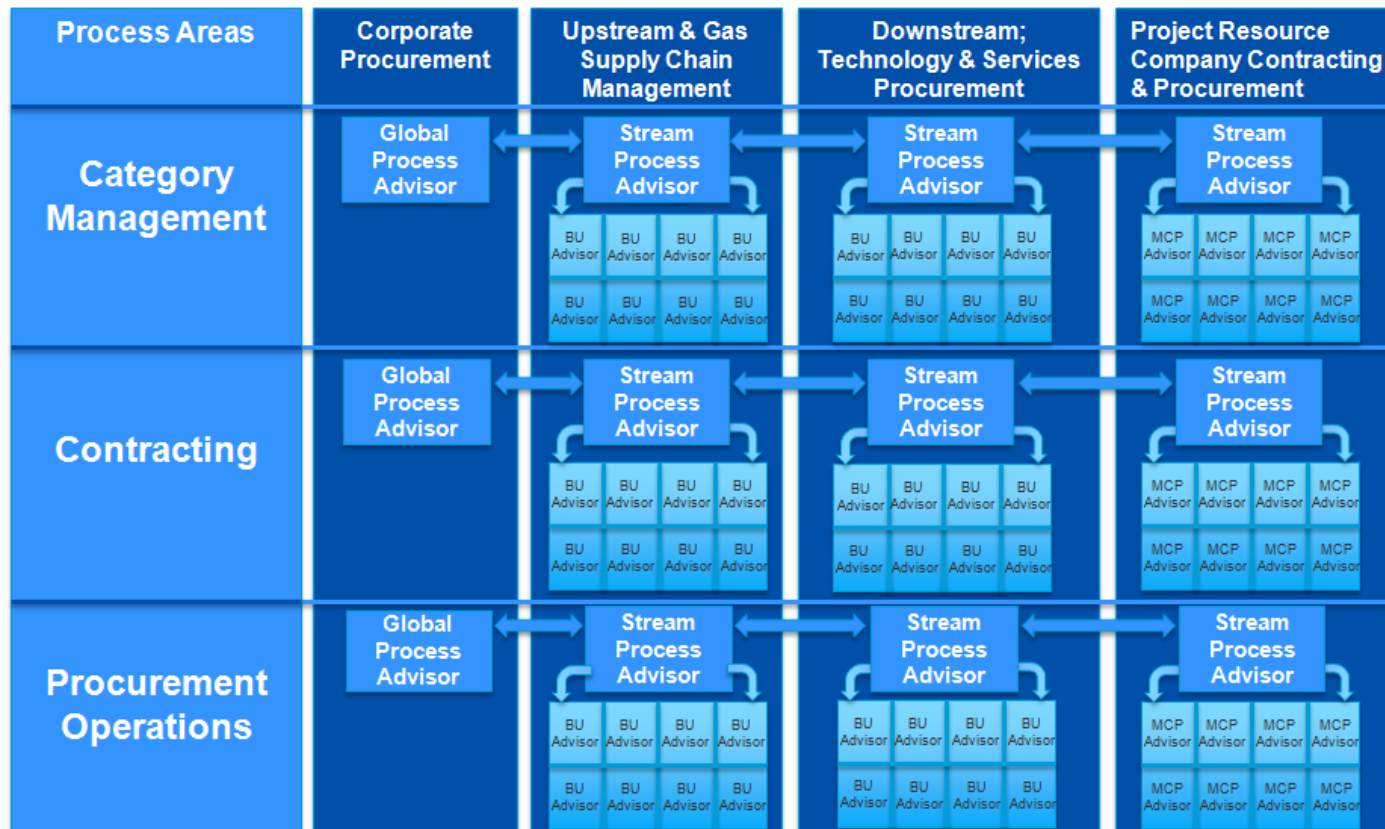
**STANDARD FORMAT**

# Additional Complexity

## Decentralization and Process Standardization



- We are decentralized
- The majority of our processes aren't standardized across the function
- We have a matrix governance model



# The Journey from Old World to New World

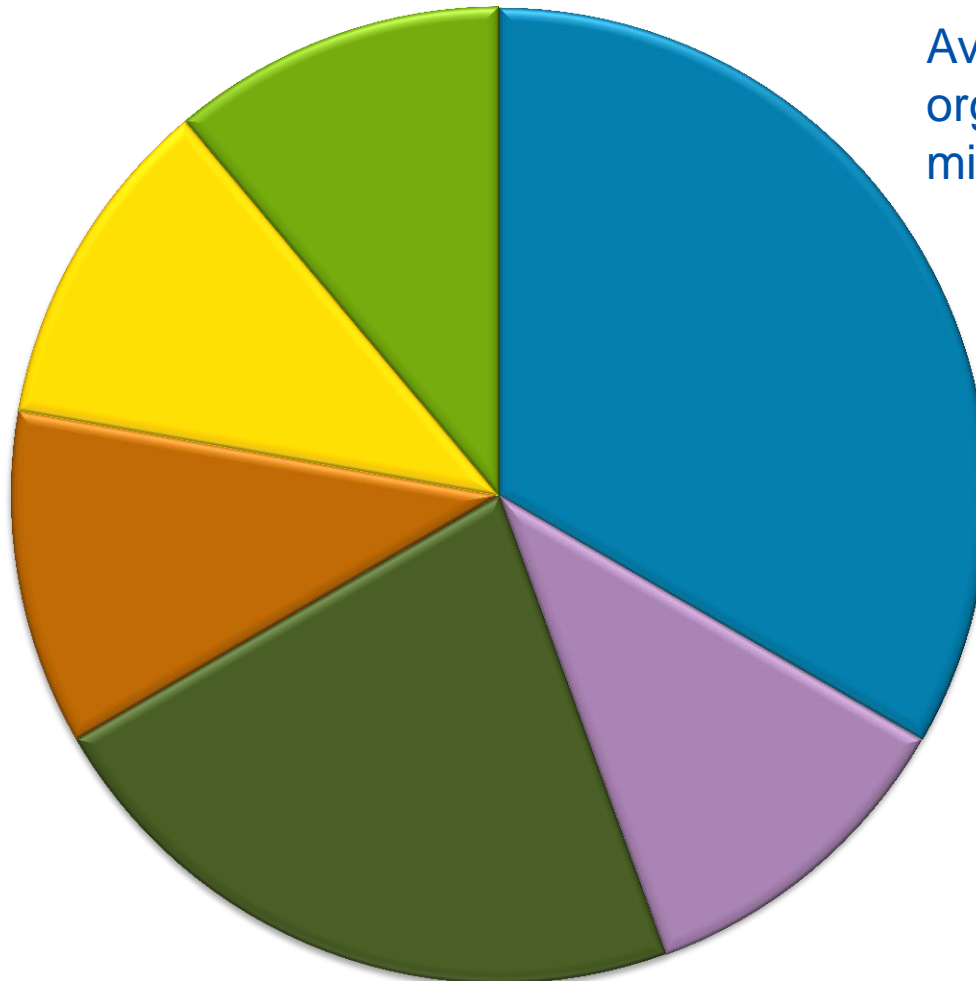


So what did we do to make sure practitioners in the business units around the world can easily find what they need to do their jobs given this complex environment?



# The Journey from Old World to New World

## Organizing Information



Avoid building sites based on organizational structure and mixing information

Instead, focus your design on content and 'like' activities

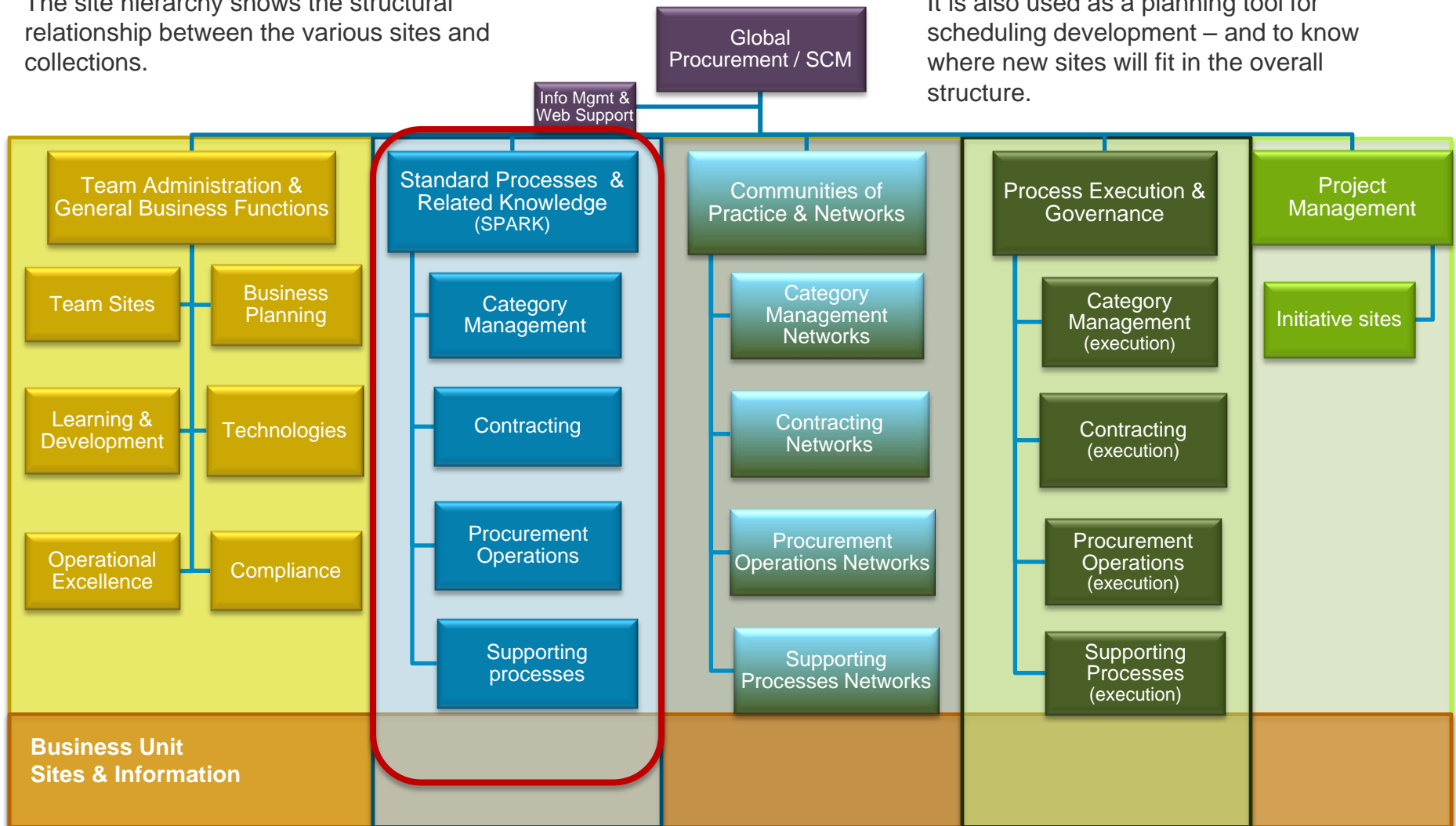
- Functional Knowledge
- Communities (Collaboration)
- Process Execution
- Business Unit Information
- People / Org. Management
- Project Management

# Global Procurement / SCM SharePoint Site Hierarchy



The site hierarchy shows the structural relationship between the various sites and collections.

It is also used as a planning tool for scheduling development – and to know where new sites will fit in the overall structure.





# SPARK SharePoint Site Home Page



**SPARK** ▸ SPARK Home

Standard Processes and Related Knowledge for Procurement and Supply Chain Management

**Focused on our core processes**

Inside Home | Find & Search | People Finder



SPARK Work Sites (Restricted Access) ▾

This Site: SPARK ▾



Category Management  
Category Planning  
Strategic Sourcing  
Supplier Management

## Contracting

Contract Planning and Governance  
Contract Formulation  
Supplier Qualification  
Contract Compensation & Enablement  
Post Award Contract Management

## Procurement Operations

Procure (inc. PR to PO)  
Payables  
Material & Warehouse Management  
Logistics

## Execute with Excellence

Leveraging a standard framework of processes for efficient and effective delivery of functional Procurement/SCM and support services to enable the business.



## Procurement & Supply Chain Management Processes

SPARK is the official source for approved Procurement and SCM Standard Processes and Related Knowledge. Access documentation and resources by clicking the appropriate process link below.



### Category Management

Category Management is the process designed to maximize value by segmenting spend into similar service and material lines with common business owners.

▸ Category Planning   ▸ Strategic Sourcing   ▸ Supplier Management



### Contracting

Contracting is the process of executing and maintaining the companies legal agreements.

▸ Contract Planning & Governance (ACPP and CRC)   ▸ Contract Formulation   ▸ Supplier Qualification  
▸ Contract Compensation & Enablement   ▸ Post Award Contract Management



### Procurement Operations

Procurement Operations is the process of providing reliable and efficient delivery of services and goods to meet business needs.

▸ Procure (inc. PR to PO)   ▸ Payables   ▸ Material & Warehouse Management   ▸ Logistics

## Announcements

**Welcome to SPARK!** 3/8/2012 4:21 PM  
by Borchert, Wendy P

This site is the new home for Procurement & Supply Chain Management Standard Processes and Related Knowledge. We appreciate your patience as we work with our process advisor teams and networks to add content.

## Related Links

- Procurement / SCM Community of Practice
- P/SCM Web for Business Partners

## Featured Documents

- Procurement / SCM Process Map

**Simple navigation**



# SPARK SharePoint Site Process Area Home page



SPARK » Category Management

Standard Processes and Related Knowledge for Procurement and Supply Chain Management

## Standard layout

Inside Home | Find & Search | People Finder



SPARK Work Sites (Restricted Access) This Site: SPARK

- Category Management
  - Category Planning
  - Strategic Sourcing
  - Supplier Management
- Contracting
  - Contract Planning and Governance
  - Contract Formulation
  - Supplier Qualification
  - Contract Compensation & Enablement
  - Post Award Contract Management
- Procurement Operations
  - Procure (inc. PR to PO)
  - Payables
  - Material & Warehouse Management
  - Logistics

## Category Management Processes

Category Management is the systematic process designed to maximize value by segmenting spend into similar service and material lines with common business owners.

The following processes are the three pillars of category management. Click the links below to access information and documentation for a specific process area or go directly to the CM library to see all [Category Management documents](#) or [Category Management training documents](#).



### Category Planning

Category planning is the process of identifying, assessing, and prioritizing opportunities for a particular segment of spend in order to maximize value for the business.

[Category Planning documentation](#)



### Strategic Sourcing

Strategic Sourcing is the process of procuring goods and services with high business impact with a focus on Total Cost of Ownership.

[Strategic Sourcing documentation](#)



### Supplier Management

Supplier Management is the process of actively managing suppliers according to business impact in order to optimize value creation.

[Supplier Management documentation](#)

## Announcements

**Welcome to the New Category Management Site**  
by

1/13/2012 10:45 AM

This is your one-stop-shop for finding documents by process steps for [Category Planning](#), [Strategic Sourcing](#) and [Supplier Management](#). Please help us improve the CM toolkit by letting us know what additional resources you need.

## CM Process Advisor Team

Email	Process Advisor Role
Advisor	Global Process Advisor
Advisor	Upstream & Gas Process Advisor
Advisor	Downstream; Technology & Services Process Advisor
Advisor	PRC Process Advisor
Advisor	Strategic Sourcing Process Advisor

## Related Links

- CM Published Document Library
- CM General Reference and Communications
- CM Training Library
- Procurement / SCM Community of Practice
- SIMS Sharepoint Site
- Supplier Diversity / Local Content Toolbox
- Commodity Code Site

## Featured Documents

- CM Processes & Descriptions
- Category Manager List
- CM Process Advisor Team - Charter
- CVX Categories Managed

Consistent navigation

# SPARK SharePoint Site Process Documentation page



SPARK > Category Planning  
Standard Processes and Related Knowledge

Expand / collapse  
feature allows for  
clean and  
uncluttered page

Inside Home | Find & Search | People Finder

I Like It | Tags & Notes

SPARK Work Sites (Restricted Access)

This Site: SPARK

- Category Management
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- Logistics

## Category Planning Process

Category planning is the process of identifying, assessing, and prioritizing opportunities for a particular segment of spend in order to maximize value for the business.

### Process Overview

Click the expand buttons below to access category planning documentation and resources or go directly to the Category Management library to see all category planning documents.

#### Standard Processes, Procedures and Guidelines

Type	Name	Comments
	Document Type : Standard Processes (1)	
	Document Type : Procedures (2)	
	Document Type : Guidelines (1)	

Standard document types

#### Related Knowledge

Type	Name	Comments
	Document Type : Best Practices / Lessons Learned / Success Stories (1)	
	Document Type : Examples (1)	
	Document Type : Key Performance Indicators (1)	
	Document Type : Process Application and Guidance (1)	
	Document Type : Tools / Templates (1)	
	Document Type : Training (4)	

### Process Steps

The following steps make up the Category Planning process. Click the expand buttons below to access documentation and resources specific to each step.

See Detailed Category Planning Process Steps

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Content owners can maintain without  
administrative / technical support

# SPARK SharePoint Site Private Work Site



Clear separation between published content and working areas

Inside Home | Find & Search | People Finder



SPARK Work Sites (Restricted Access)

This Site: CM Work Site

- Documents
- Process Library
- Planning & Communications Library
- Slide Library

- Team Management
- ADAIRO
- Calendar
- Meeting Workspace

- Site Governance
- CM Change Tracker
- CM Editorial Process
- CM Permissions
- Site Decision Authority List
- Roles and Responsibilities
- SharePoint Dos and Don'ts

- Recycle Bin
- All Site Content



## Announcements

There are currently no active announcements. To add a new announcement, click "Add new announcement".

## ADAIRO - My Action Items

Title	Priority	Due Date	<input type="checkbox"/> Responsible Name	Task Status	Description/Comments
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There are no items to show in this view of the "ADAIRO" list. To add a new item, click "New".

## My Checked Out Documents

There are no items to show in this view.

## Process Library -Recent Documents

Type	Name
	2012_Survey_Printable_Category_Management
	2012_Survey_Printable_Category_Management
	Day_3_SM_I_1.3
	Day_2_C_Sourcing_Level_1.2.2.3_1.2.5.4
	Day_2_C_Sourcing_Level_1.2.1_1.2.2.2

(More Documents...)

## Planning & Communications Library - Recent Documents

Type	Name
	Value_Creation_Guidelines

## Team Links

- CM Change Tracker
- Contracting and Procurement Manual
- CoP Library - CM Docs
- Corp Share Drive - CM Process files
- Corp Share Drive CM Training Files
- GUG OE Process Library - CM Process Docs
- L&D SharePoint - CM Training
- Process Management Library
- Procurement CM Website Tools and Templates

## SharePoint Resources

- Submit a SharePoint Request
- How To Provide Access to a SharePoint Site
- SharePoint 2010 Training
- SharePoint One-Stop-Shop
- Information Risk Management

However, they should be closely linked so publishing and maintenance is top of mind and easy

## Behavioral

- It's not 'sexy' to devote time figuring out what goes where, taking SharePoint training and learning proper information management.
- Content owners agree with the design until they try to apply it to their own stuff; how to translate what design means for them at the beginning

## Technical

- SharePoint hasn't been properly deployed to our function

## Planning & Resources

- It's hard to find resources who have the right combination of technical and content expertise.
- Takes a lot longer to implement because of conflicting commitments, refusal to change and having to clean up and sort out existing repositories.
- Everybody wants it now once they see the end result; trying to balance demand with limited resources to design, build and manage change.



# SPARK

## Key Takeaways



- Organizations change frequently! Focus design of knowledge repositories on functional content and ‘like’ activities.
- Knowledge / information management and work processes should be “in the flow” (i.e. part of people’s normal work)
- There needs to be clear separation between published content and private collaboration sites so documented knowledge is easy to find; however, they also need to be closely linked so maintaining and publishing content is top of mind and easy.
- Don’t underestimate change management and sustainability
  - *If you build it, they won’t necessarily come*
  - *It’s more than knowing how to use SharePoint and maintaining published content!*
- Focus first on the practitioner and keep it simple! (“one-stop-shop”)