

Project work: Workload Forecast System

Capgemini Finland





Workload Forecast System in Capgemini

- Capgemini operates in the area of IT consulting, which profitably is based on consultants' high utilization rate.
- In order to maintain high utilization rate of consultants, it needs to be forecastable.
- Workload forecasting methods of Capgemini consultants emphasizes individuals responsibility. Consultants themselves are experts in forecasting their own workload and future orders from their clients, so their knowledge must be used in their overall workload forecasting.
- Individual forecasts are used when summarizing team and unit forecasts to get view of the overall situation, find resources for projects/services and to forecast future revenue.
- Currently workload forecasting of Capgemini's own employees is performed with Excel, that can be used to figure turnover of employees.
- Current Excel table based solution has its own challenges, which the new workload forecast system should resolve.



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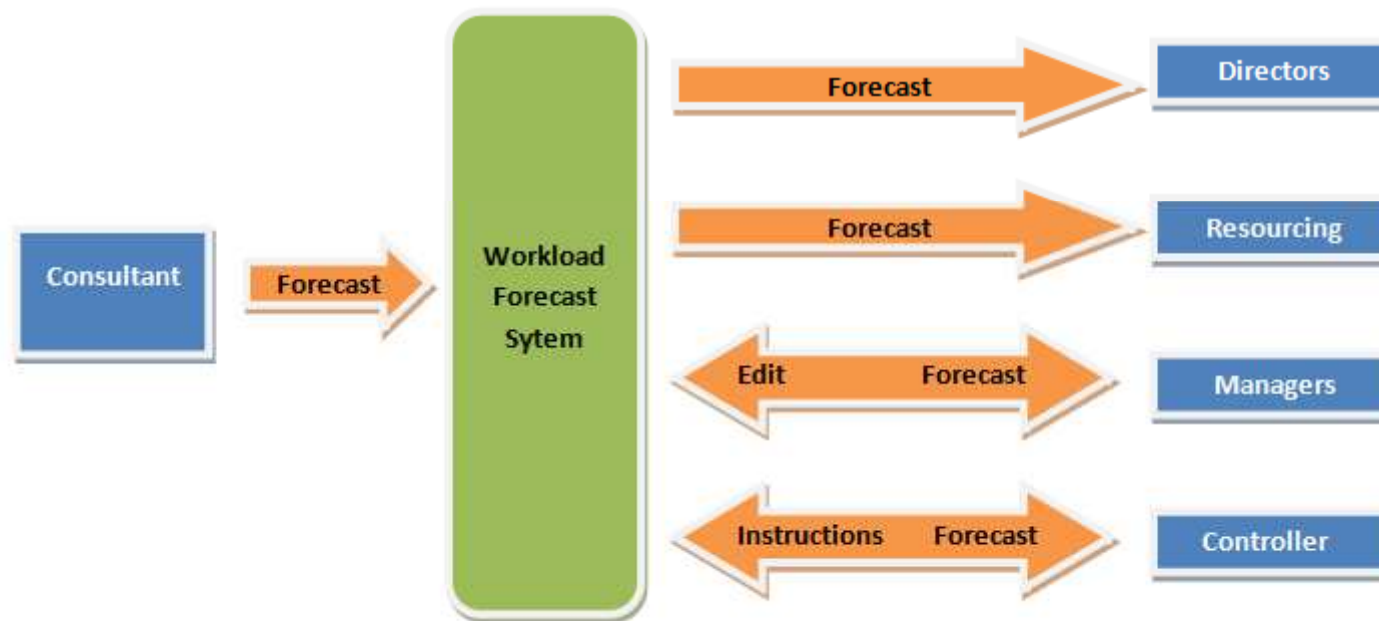


Development Goals

- Because the current Excel table has usability problems, the main purpose of the new developed system is to create user friendly and effective UI for workload forecasting.
- Development goals are:
 - Intensification, simplification and automation of the workload forecast.
 - Ease of use of the solution, increasing the users' motivation to forecast.
 - High quality in the documentation, editability and maintainability of the solution.

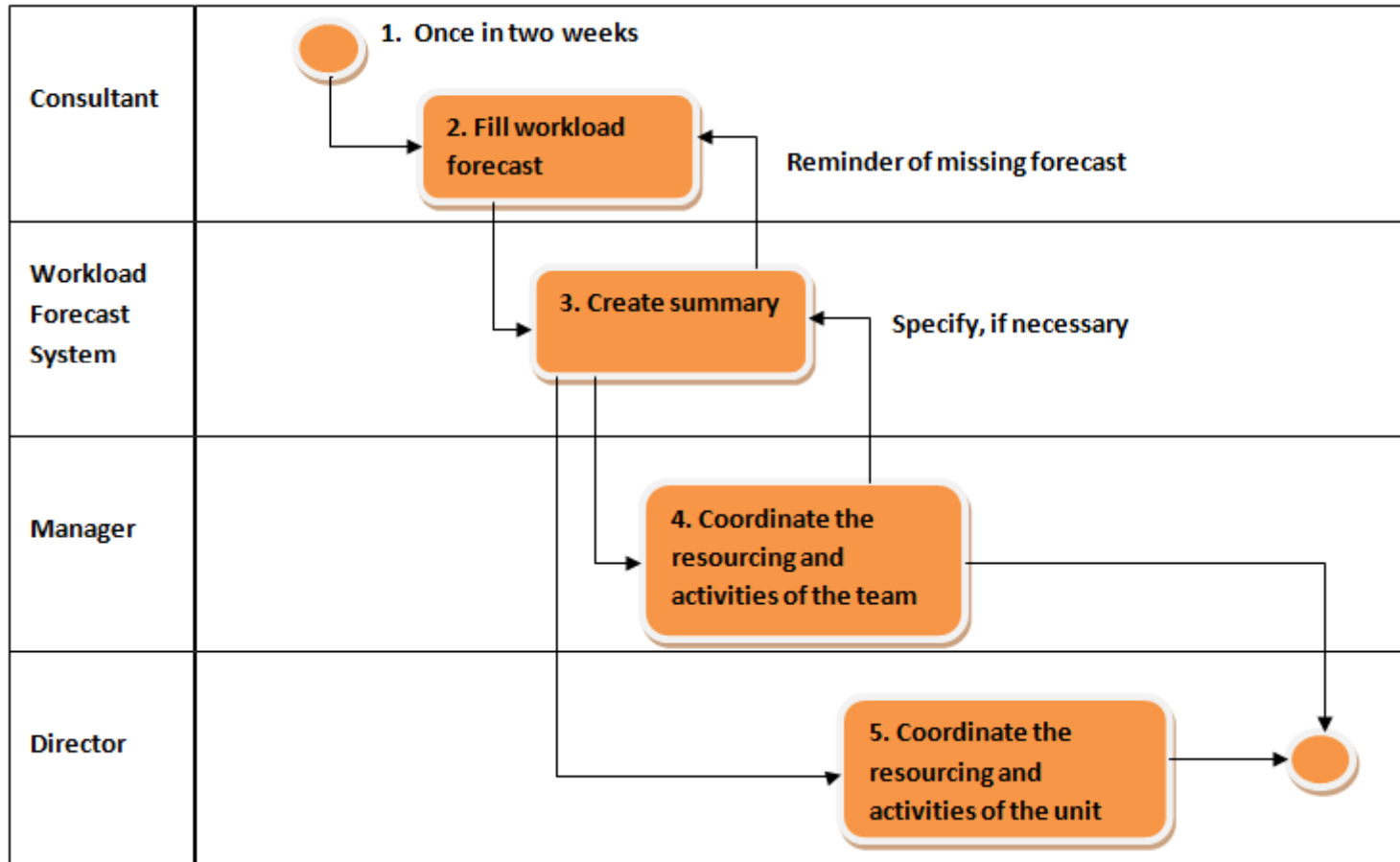


Context Diagram Of Workload Forecast System





Process Hierarchy of Workload Forecast System





Project Task 1: User stories

- **User story:** “One or more sentences in the everyday or business language of the end user or user of a system that captures what a user does or needs to do as part of his or her job function.”
(http://en.wikipedia.org/wiki/User_story)
- Captures the 'who', 'what' and 'why' of a requirement in a simple, concise way.
- As a <role> I want <requirement> so that <business reason>
- **To do by Tuesday morning:**
 - Learn requirement and project base information by heart
 - Write user stories based on the given information (to be used as a base for product backlog on Tuesday)



People matter, results count.

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