

## What are three things an IT PMO must do exceptionally well to support their enterprise?

- Implement a delivery framework which enables teams to succeed
- Provide Just In Time (JIT) support and training to reduce waste and errors
- Leverage your practitioners to mitigate loss due to process/governance changes

## Improving the Processes that Yield Desired Results



- Designed SDLC model for SunTrust which separated project standards from support content, best practices, and examples to resolve current SunTrust project confusion.
- Helped xpanxion stabilize offshore software development quality across diverse client methodologies using a new hybrid delivery framework and artifact templates.

*"While there were several skilled team members that contributed to this effort, I believe that Hans was the driving force behind our success. His knowledge of the development life cycle, work product deliverables, project governance, methodologies, tools (the list goes on) made him uniquely qualified for this role."*

- Carlos Ahrens, VP, Project Manager, SunTrust Banks, Inc.

## Create Centers of Excellence to leverage thought leaders



- Co-founded the SunTrust Business Analyst Center of Excellence which improved delivery capabilities through methodology changes and best practice mentoring.
- Built the SunTrust Archer practice which included Shared Services development, governance, Center of Excellence (Leads), and Community of Practice (Practitioners).

*"Of all the stellar resources I have met through the many years within Technology, Hans Eckman is by far the most intelligent and innovative of anyone whom I have encountered. Hans can be counted on as a trusted advisor to technology delivery..."*

- Russ Peña, CBAP, Design Execution Center of Excellence Director, InterContinental Hotels Group (IHG®)

## Giving Teams the Just In Time Support Tools They Need to Succeed



- Established SunTrust Online Support (SOS) as a single reference system for banking operations, and modeled, trained, and supported the new authoring team.
- Implemented a self-support site for SunTrust Project Repositories which included a user guide, training videos, FAQs, and provisioning demand management.

*"What stands out to me the most is his creativity and his ability to effectively teach others to fish. He has a passion for frameworks, methods, results, and education, combined with a personal passion to help others succeed and to become better than they believe they can be."*

- Mike Roth, SVP, Enterprise Data Executive at SunTrust Bank

## Did you know?

- Hans has given over 50 presentations at conferences in the U.S. and Canada, including DragonCon and Building Business Capability?
- Hans scored an overall 92% favorable rating and 100% in 4 of 9 categories in a 2014 SunTrust Voice of the Teammate survey.
- In the 9 areas of the DDI "Manager Ready" assessment, Hans scored Exceptional in 5 and Strong in 3.

## Last 5 Roles

- Blueprint Software Solutions
  - Principal Consultant
- SunTrust Bank
  - GVP, Enterprise Innovation Programs
  - GVP, Security Services Workstream Manager
  - VP, Enterprise Business Analyst
- S&K Ventures
  - VP, Product Development

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