Chevron's Mobile Journey:

Creating Streamlined Work Management for S/4HANA

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Speaker Introduction

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Digital Core Project Overview: Chevron's Digital Transformation
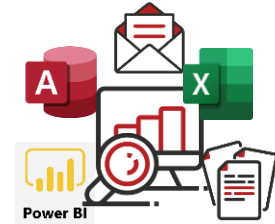
Project Overview Background on Digital Asset Management

- Our current legacy systems have outlived their fit to our business.

- Lack of complex scheduling solutions built in, has led the businesses to use a variety of tools from spreadsheets to custom apps.

- Original Processes tailored to the available functionality of the legacy system.

- **As effective as it is, it is not efficient.**

Legacy System Issues

- Costly
- Architectural Complexities
- Multiple Systems of Record
- Heavy User Workloads
- No Visibility
- Systems not tailored for complex scheduling

We Can Do Better !

Project Overview Background on Digital Asset Management

Where we are now	Where we are going	Why
The enterprise technologies we use to run our business are complex and nearing end of life.	We want to drive technology to gain competitive advantage with one ERP.	☑ Improve production efficiency through improved reliability of our assets ☑ Enable faster, more informed decisions ☑ Simplify, automate, and innovate

Here's what we are delivering

Process
Industry standard processes for:
- finance
- **asset management**
- supply chain management
- hydrocarbon value chain

Technology
- **SAP S/4HANA**
- **SAP IAM**
- **SAP SAM**
- **Prometheus Planning and scheduling suite / Analytics**

Data
- Shared data standards (based on common information model)
- Data management and integration
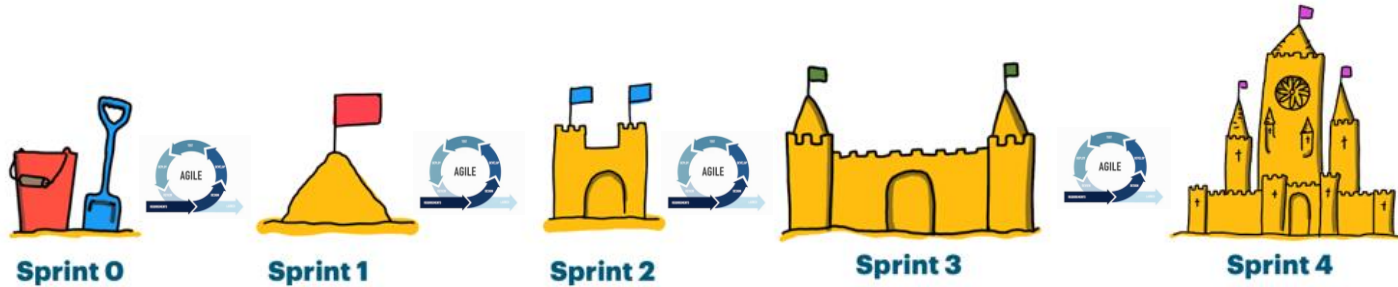- Up-to-the-minute, forward-looking, embedded analytics

Governance
- Standardize business processes, data and technology at the enterprise, segment and Opco/BU levels.

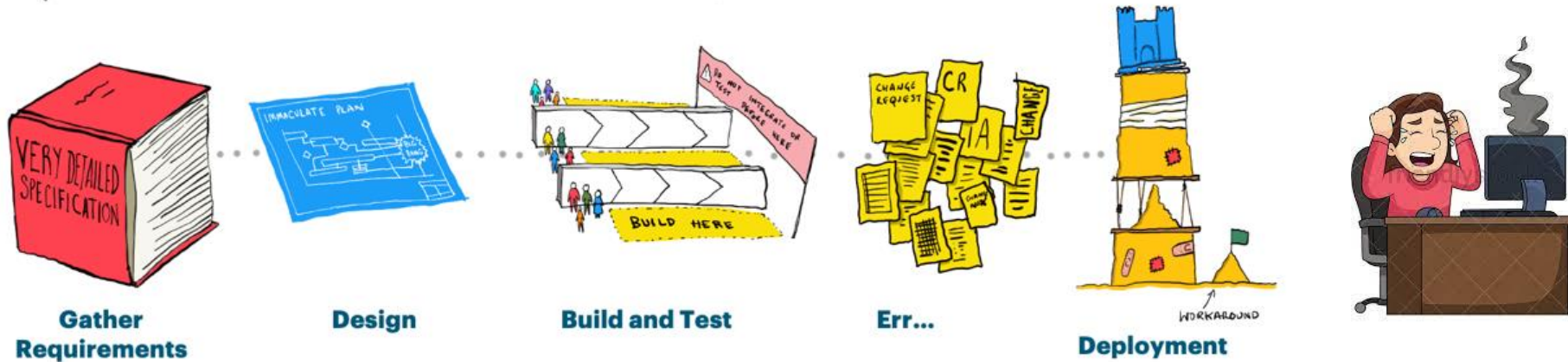# Project Structure Overview Agile Delivery Method

AGILE

Sprint 0   Sprint 1   Sprint 2   Sprint 3   Sprint 4

MVP

Product Growth in the hands of the user

(Minimum Viable Product)

WATERFALL

Gather Requirements   Design   Build and Test   Err...   Deployment

How Will We Get There
SAP Activate Methodology

Global design

Segment design

Local design

1 Initial SME Product Selection

2 Fit to Standard Workshops / Validation of Solutions

3 Document Fits/Gaps/KDDs

Workshop Preparation

4 Gap Design / Extensibility

5 Verify & Accept Design

Product Backlog

Release & Sprint Planning
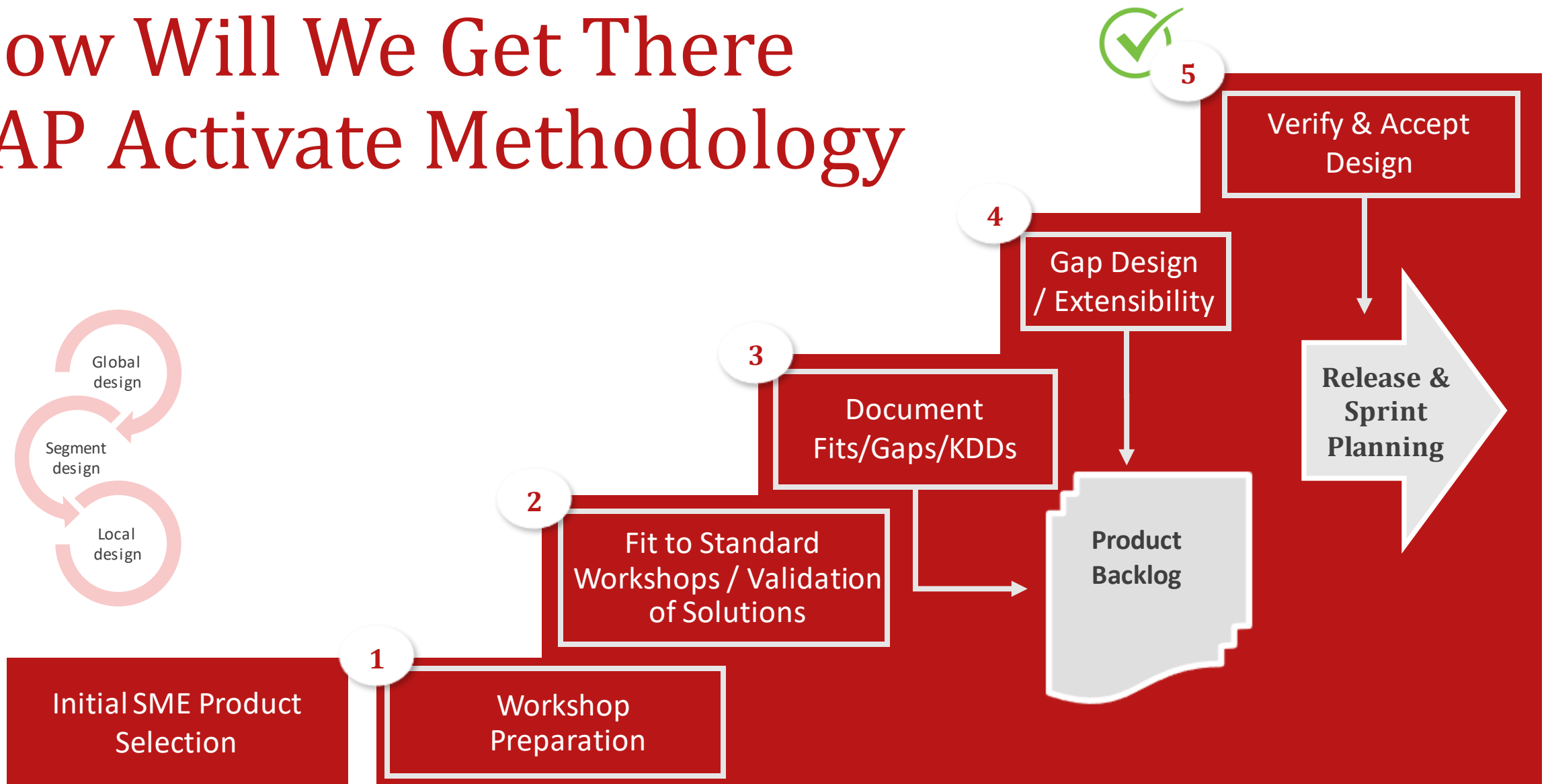
The Mobile Story

- Our Journey
- Our Approach
- Challenges
- Partnership
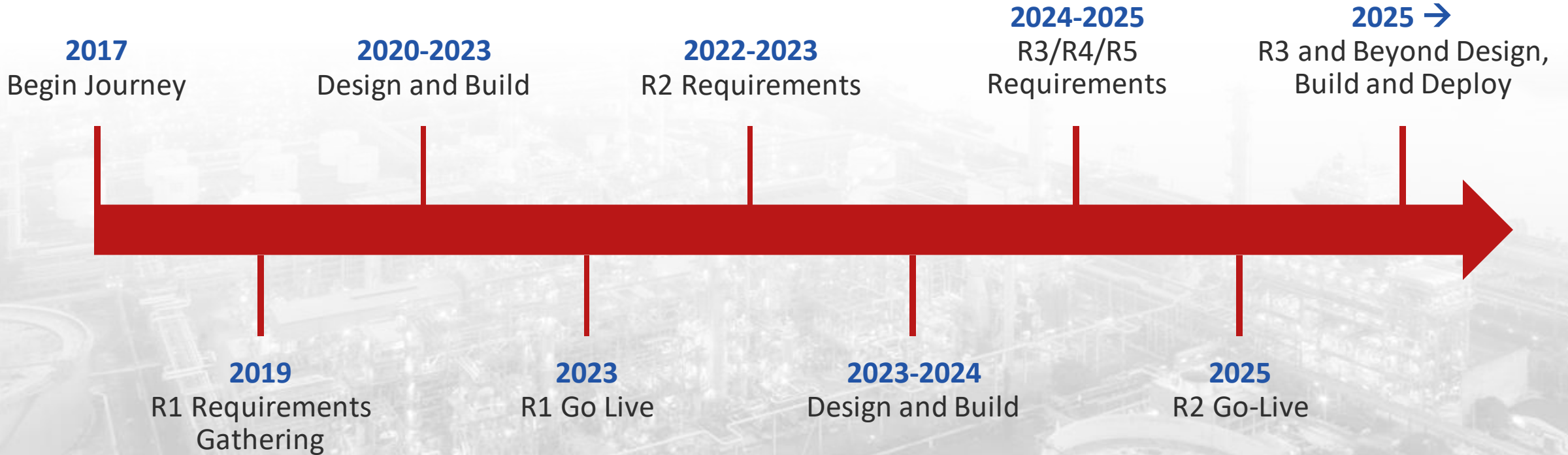- Being Agile
- Lessons Learned

Our Journey

- What's important from a mobility solution?
  - Safety, Availability, User experience and Ease of Use, Flexibility
  - Quality of data collection and data availability
- R1
  - Workshops, requirement gathering, vendor review and selection, deploy
  - Decisions - Due to some changing dynamics, need for flexibility and requirements being seen in existing homegrown apps, a review of the mobile solution was done and a change was needed
- R2
  - Additional requirements gathering keeping to key elements in mind
    - Fit to Standard, Enterprise Wide Design with some localization flexibility
    - Review of existing homegrown mobile apps
  - Vendor review and selection
    - Low code no code, customizations at local levels, simplicity, secure yet ease of connectivity
    - Open API's in alignment with our Digital transformation goals for standard connectivity to S4
    - Prometheus Mobile (ProMOB) stood out for many of these requirements
    - Willingness to grow with the SAP S4 improvements that will come

Our Journey

2017
Begin Journey

2019
R1 Requirements Gathering

2020-2023
Design and Build

2023
R1 Go Live

2022-2023
R2 Requirements

2023-2024
Design and Build

2024-2025
R3/R4/R5 Requirements

2025
R2 Go-Live

2025 →
R3 and Beyond Design, Build and Deploy

Our Approach

Our Approach…

- Requirements gathering at each Release
  - Workshops, questionnaires, surveys
  - Review features of existing apps
  - Limited Customizations only localizations
- Design and Build
  - Keeping an eye on scope and future deployments
  - Build with Enterprise in mind
- Still to come
  - TEST, TEST, TEST including UIT
  - Train, Train, Train
  - Deploy and Support

...Challenges

- Challenges
  - Customer's existing homegrown apps allowing customizations specific to each BU.
  - Access to 3rd party non-badged inspectors
  - S/4 upgrade becoming a part of the Prometheus design
  - Build of standardized API's
  - Low customizations
  - Enterprise Design - Standardization of business processes across the globe
    - Flexibility of design for each type and size of business
  - Deployment –
    - R2 - 4 sites Big Bang, Impacted Roles, Training
  - Fast paced
  - Bleeding Edge of SAP Functionality

Partndership

Partnership

- ProMOB Updates Completed
  - 9 Phase Model integrated to Mobile
  - Long Text Templates
  - Priority Matrix
  - Planning while Order not released
  - Minor and Emergency Work Integration
  - Linear Asset Management
  - API's – Going with Standard Open API's to replace connector

Being Agile

Being Agile

- Continuous Improvements
  - More development around checklist and inspections
  - Data tools to help capture data in the field for ACD and sync with MDG
  - Keeping Prometheus products as a whole up with latest and greatest from S/4 and Fiori
- User Experience Improvements
  - Color Code Priorities (Nice to have)
  - Make screen sequencing possible with config (Nice to have)
  - iOS vs Windows vs Android differences
- Customer Input
  - Product improvements
  - Customer recommendations

Lessons Learned

- Lessons Learned
  - User Experience and UI importance (less training, ease of use)
  - Continuous Improvement – Flexibility to Have room for some new scope based on developing functionality
  - Master Data
    - Standard Maint Plan Structures
    - Checklists build out

Closing

We covered →
- High level Chevron Digital Transformation
- Mobilities Journey
- Approach
- Challenges
- Partnership
- AGILE
- Lessons Learned

- Lots more to come!!

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