Les besoins du client-exploitant :

considérations essentielles pour l'analyste d'affaires

Québec, 8 février 2018

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Le client exploitant et les besoins d’affaires

Un lien [redacted]

Qui suis-je?

Roch Dumont

Directeur de l’exploitation
Direction des technologies de l’information
Université Laval

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VOUS EN PENSEZ QUOI, M. DUMONT?

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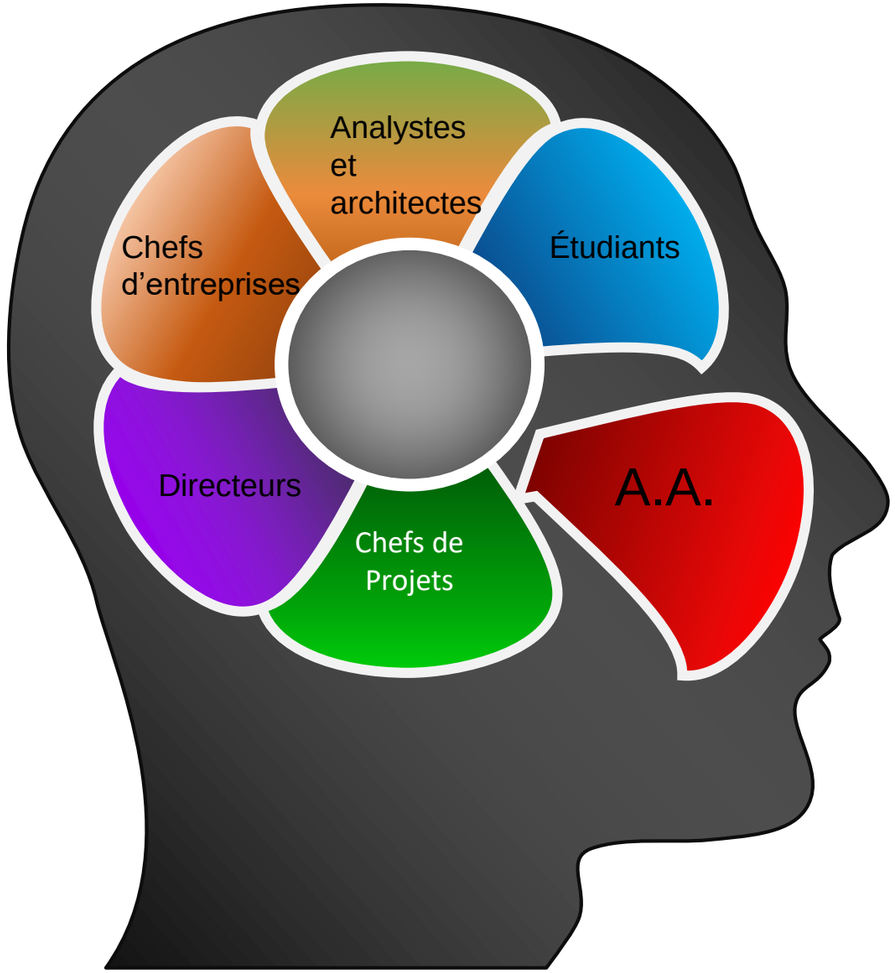

VOUS EN PENSEZ QUOI, M. DUMONT?

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MAIS DISCUTER DE QUOI M. DUMONT ?

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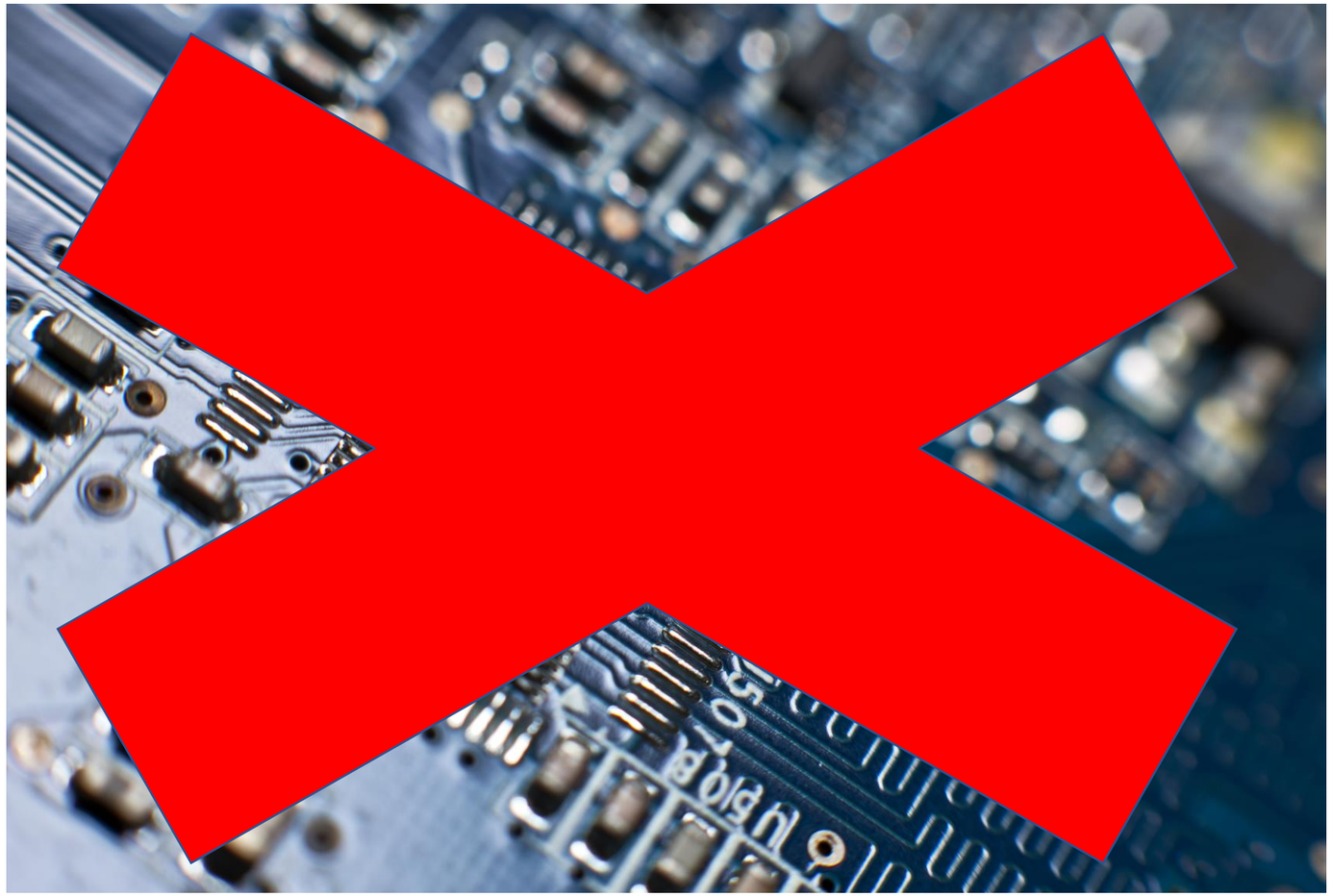
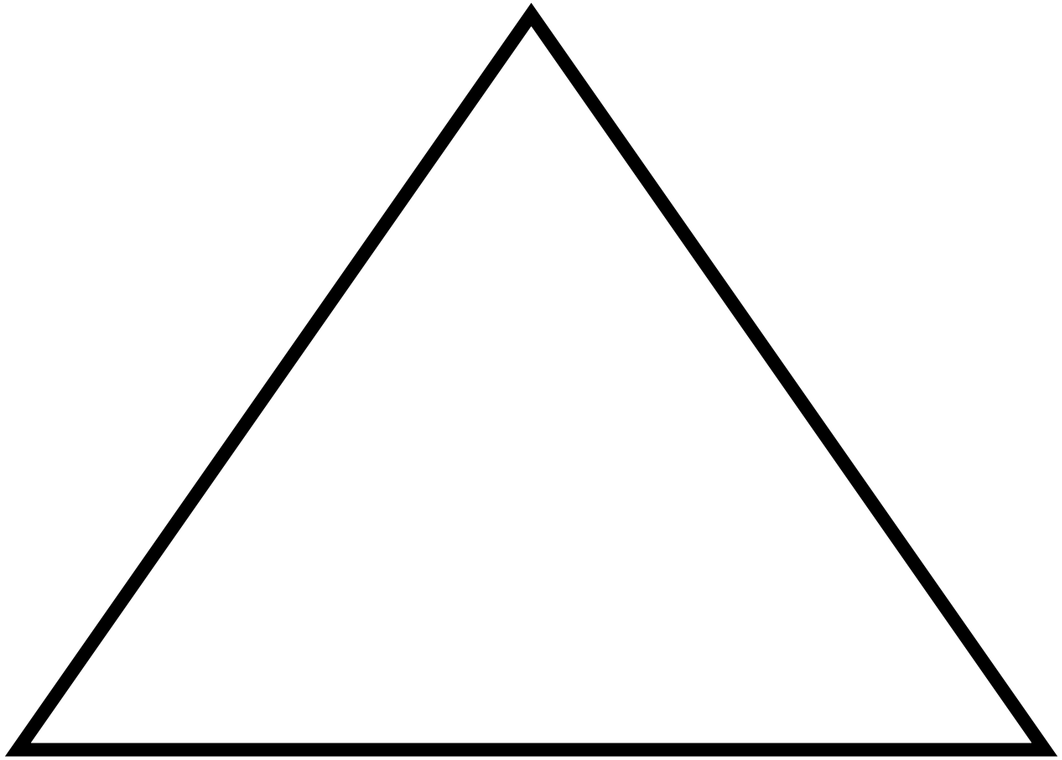
De technologie!



Des triangles!

Ne jamais oublier les triangles.



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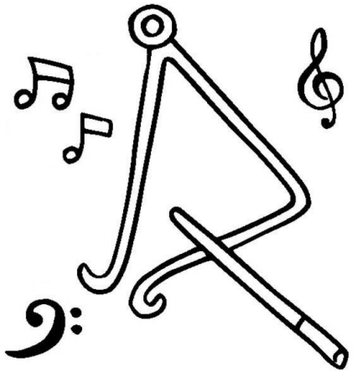
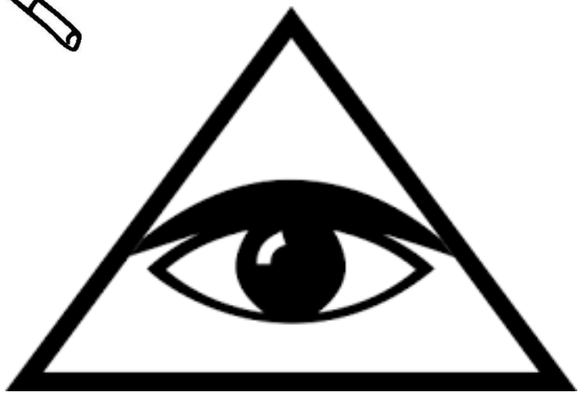
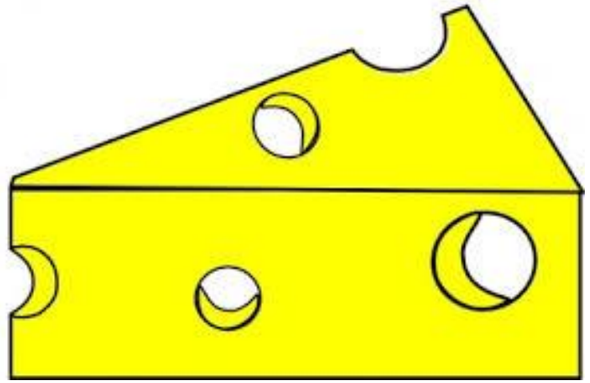
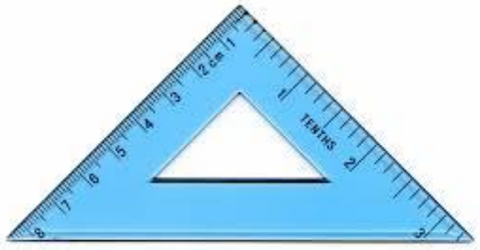
Les triangles ?

Mais Lequels









wiseGEEK

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Quelques devinettes

Que représentent les images suivantes?

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Si ceci représente les besoins d’affaires

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Que représente ceci?

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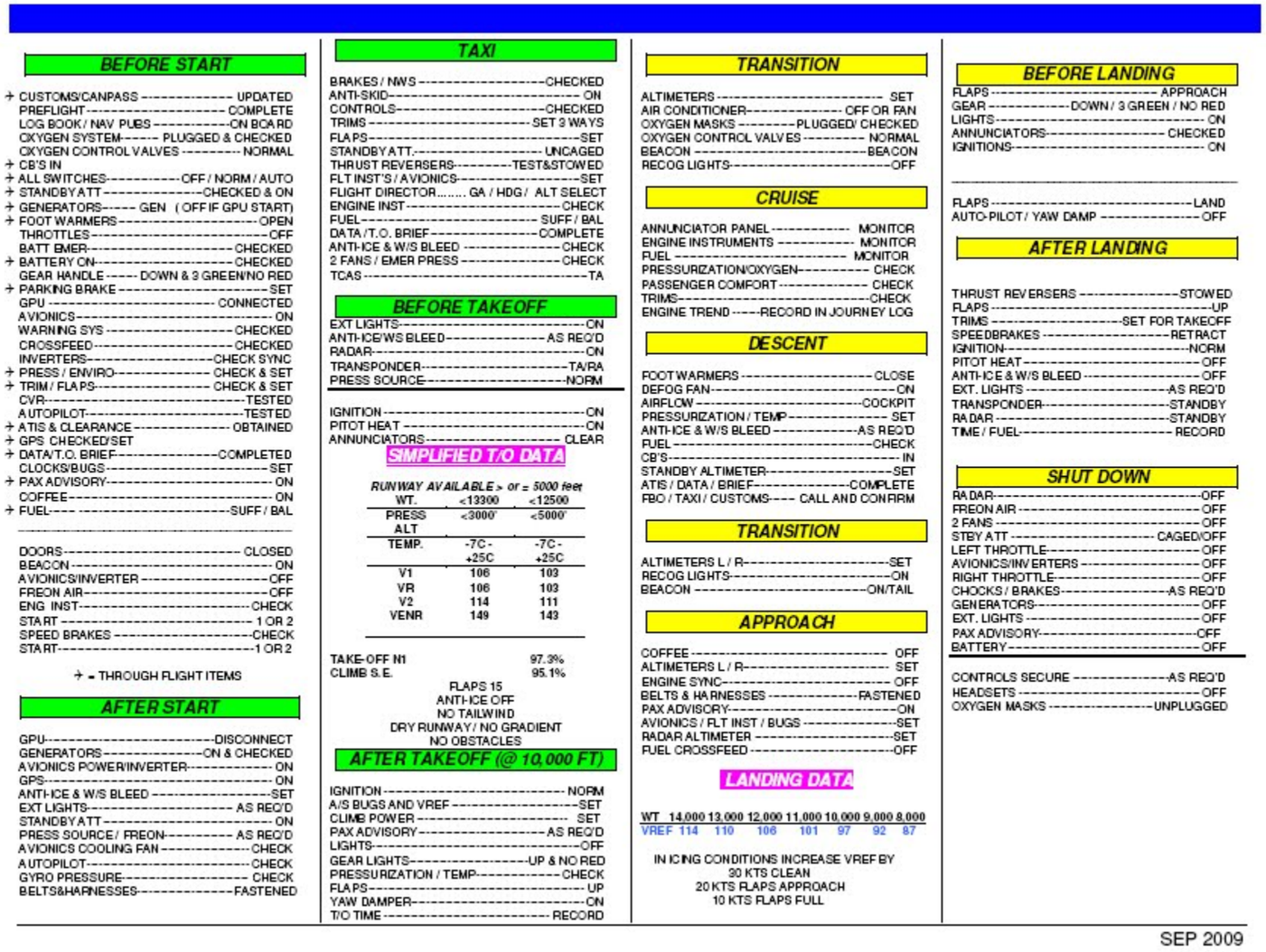
Et ceci?



BEFORE START

+ CUSTOMS/CANPASS ---------- UPDATED
PREFLIGHT ---------- COMPLETE
LOG BOOK / NAV PUBS ---------- ON BOARD
OXYGEN SYSTEM------ PLUGGED & CHECKED
OXYGEN CONTROL VALVES ---------- NORMAL
+ CB'S IN
+ ALL SWITCHES---------- OFF / NORM / AUTO
+ STANDBY ATT ---------- CHECKED & ON
+ GENERATORS------ GEN (OFF IF GPU START)
+ FOOT WARMERS ---------- OPEN
THROTTLES ---------- OFF
BATT EMER---------- CHECKED
+ BATTERY ON---------- CHECKED
GEAR HANDLE ----- DOWN & 3 GREEN/NO RED
+ PARKING BRAKE ---------- SET
GPU ---------- CONNECTED
AVIONICS---------- ON
WARNING SYS ---------- CHECKED
CROSSFEED---------- CHECKED
INVERTERS---------- CHECK SYNC
+ PRESS / ENVIRO---------- CHECK & SET
+ TRIM / FLAPS---------- CHECK & SET
CVR---------- TESTED
AUTOPILOT---------- TESTED
+ ATIS & CLEARANCE---------- OBTAINED
+ GPS CHECKED/SET
+ DATA/T.O. BRIEF---------- COMPLETED
CLOCKS/BUGS---------- SET
+ PAX ADVISORY---------- ON
COFFEE---------- ON
+ FUEL---- ---------- SUFF / BAL

DOORS---------- CLOSED
BEACON---------- ON
AVIONICS/INVERTER ---------- OFF
FREON AIR---------- OFF
ENG INST---------- CHECK
START ---------- 1 OR 2
SPEED BRAKES ---------- CHECK
START---------- 1 OR 2

+ = THROUGH FLIGHT ITEMS

AFTER START

GPU---------- DISCONNECT
GENERATORS---------- ON & CHECKED
AVIONICS POWER/INVERTER---------- ON
GPS---------- ON
ANTI-ICE & W/S BLEED ---------- SET
EXT LIGHTS---------- AS REQ'D
STANDBY ATT ---------- ON
PRESS SOURCE / FREON---------- AS REQ'D
AVIONICS COOLING FAN ---------- CHECK
AUTOPILOT---------- CHECK
GYRO PRESSURE---------- CHECK
BELTS&HARNESSES---------- FASTENED

TAXI

BRAKES / NWS ---------- CHECKED
ANTI-SKID---------- ON
CONTROLS---------- CHECKED
TRIMS ---------- SET 3 WAYS
FLAPS---------- SET
STANDBY ATT.---------- UNCAGED
THRUST REVERSERS---------- TEST&STOWED
FLT INST'S / AVIONICS---------- SET
FLIGHT DIRECTOR..... GA / HDG / ALT SELECT
ENGINE INST ---------- CHECK
FUEL ---------- SUFF / BAL
DATA /T.O. BRIEF---------- COMPLETE
ANTI-ICE & W/S BLEED ---------- CHECK
2 FANS / EMER PRESS ---------- CHECK
TCAS ---------- TA

BEFORE TAKEOFF

EXT LIGHTS---------- ON
ANTI-ICE/WS BLEED---------- AS REQ'D
RADAR---------- ON
TRANSPONDER---------- TA/RA
PRESS SOURCE---------- NORM

IGNITION ---------- ON
PITOT HEAT ---------- ON
ANNUNCIATORS---------- CLEAR

SIMPLIFIED T/O DATA

RUNWAY AVAILABLE > or = 5000 feet

WT.	<13300	<12500
PRESS ALT	<3000'	<5000'
TEMP.	-7C - +25C	-7C - +25C
V1	106	103
VR	106	103
V2	114	111
VENR	149	143

TAKE-OFF N1 97.3%
CLIMB S.E. 95.1%

FLAPS 15
ANTI-ICE OFF
NO TAILWIND
DRY RUNWAY / NO GRADIENT
NO OBSTACLES

AFTER TAKEOFF (@ 10,000 FT)

IGNITION ---------- NORM
A/S BUGS AND VREF ---------- SET
CLIMB POWER ---------- SET
PAX ADVISORY---------- AS REQ'D
LIGHTS---------- OFF
GEAR LIGHTS---------- UP & NO RED
PRESSURIZATION / TEMP---------- CHECK
FLAPS---------- UP
YAW DAMPER---------- ON
T/O TIME ---------- RECORD

TRANSITION

ALTIMETERS ---------- SET
AIR CONDITIONER---------- OFF OR FAN
OXYGEN MASKS ---------- PLUGGED/ CHECKED
OXYGEN CONTROL VALVES ---------- NORMAL
BEACON ---------- BEACON
RECOG LIGHTS---------- OFF

CRUISE

ANNUNCIATOR PANEL ---------- MONITOR
ENGINE INSTRUMENTS ---------- MONITOR
FUEL ---------- MONITOR
PRESSURIZATION/OXYGEN---------- CHECK
PASSENGER COMFORT ---------- CHECK
TRIMS---------- CHECK
ENGINE TREND -----RECORD IN JOURNEY LOG

DESCENT

FOOT WARMERS ---------- CLOSE
DEFOG FAN---------- ON
AIRFLOW ---------- COCKPIT
PRESSURIZATION / TEMP ---------- SET
ANTI-ICE & W/S BLEED ---------- AS REQ'D
FUEL ---------- CHECK
CB'S---------- IN
STANDBY ALTIMETER---------- SET
ATIS / DATA / BRIEF---------- COMPLETE
FBO / TAXI / CUSTOMS---- CALL AND CONFIRM

TRANSITION

ALTIMETERS L / R---------- SET
RECOG LIGHTS---------- ON
BEACON ---------- ON/TAIL

APPROACH

COFFEE ---------- OFF
ALTIMETERS L / R---------- SET
ENGINE SYNC---------- OFF
BELTS & HARNESSES ---------- FASTENED
PAX ADVISORY---------- ON
AVIONICS / FLT INST / BUGS ---------- SET
RADAR ALTIMETER ---------- SET
FUEL CROSSFEED ---------- OFF

LANDING DATA

WT	14,000	13,000	12,000	11,000	10,000	9,000	8,000
VREF	114	110	106	101	97	92	87

IN ICING CONDITIONS INCREASE VREF BY
30 KTS CLEAN
20 KTS FLAPS APPROACH
10 KTS FLAPS FULL

BEFORE LANDING

FLAPS ---------- APPROACH
GEAR ---------- DOWN / 3 GREEN / NO RED
LIGHTS---------- ON
ANNUNCIATORS---------- CHECKED
IGNITIONS---------- ON

FLAPS ---------- LAND
AUTO-PILOT / YAW DAMP ---------- OFF

AFTER LANDING

THRUST REVERSERS ---------- STOWED
FLAPS---------- UP
TRIMS ---------- SET FOR TAKEOFF
SPEEDBRAKES ---------- RETRACT
IGNITION---------- NORM
PITOT HEAT---------- OFF
ANTI-ICE & W/S BLEED ---------- OFF
EXT. LIGHTS ---------- AS REQ'D
TRANSPONDER---------- STANDBY
RADAR ---------- STANDBY
TIME / FUEL---------- RECORD

SHUT DOWN

RADAR---------- OFF
FREON AIR ---------- OFF
2 FANS ---------- OFF
STBY ATT ---------- CAGED/OFF
LEFT THROTTLE---------- OFF
AVIONICS/INVERTERS ---------- OFF
RIGHT THROTTLE---------- OFF
CHOCKS / BRAKES---------- AS REQ'D
GENERATORS---------- OFF
EXT. LIGHTS ---------- OFF
PAX ADVISORY---------- OFF
BATTERY---------- OFF

CONTROLS SECURE ---------- AS REQ'D
HEADSETS ---------- OFF
OXYGEN MASKS ---------- UNPLUGGED

SEP 2009

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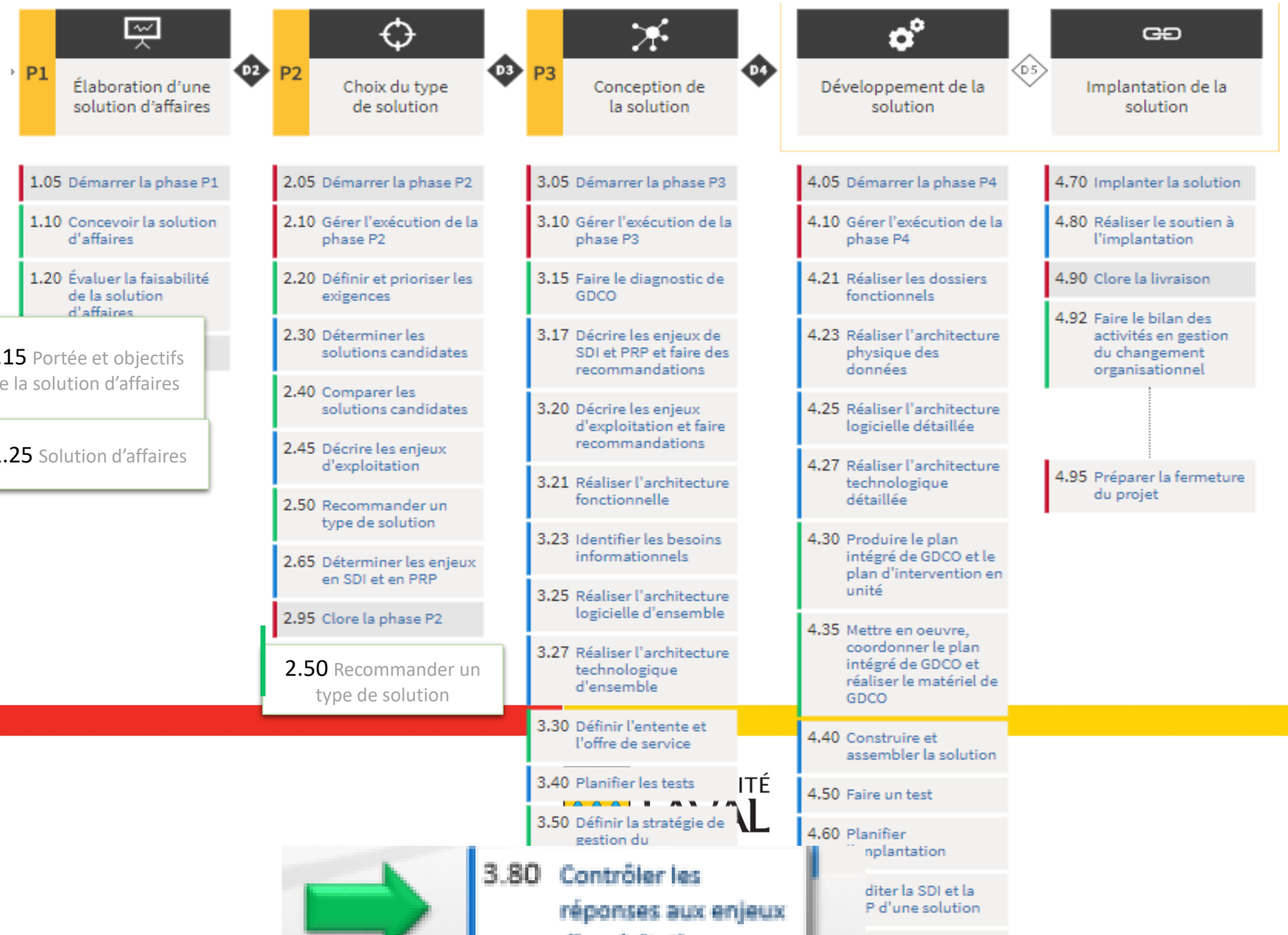
Présence de l’exploitation dans les projets



Si ceci représente le pilote,

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que représente ceci?

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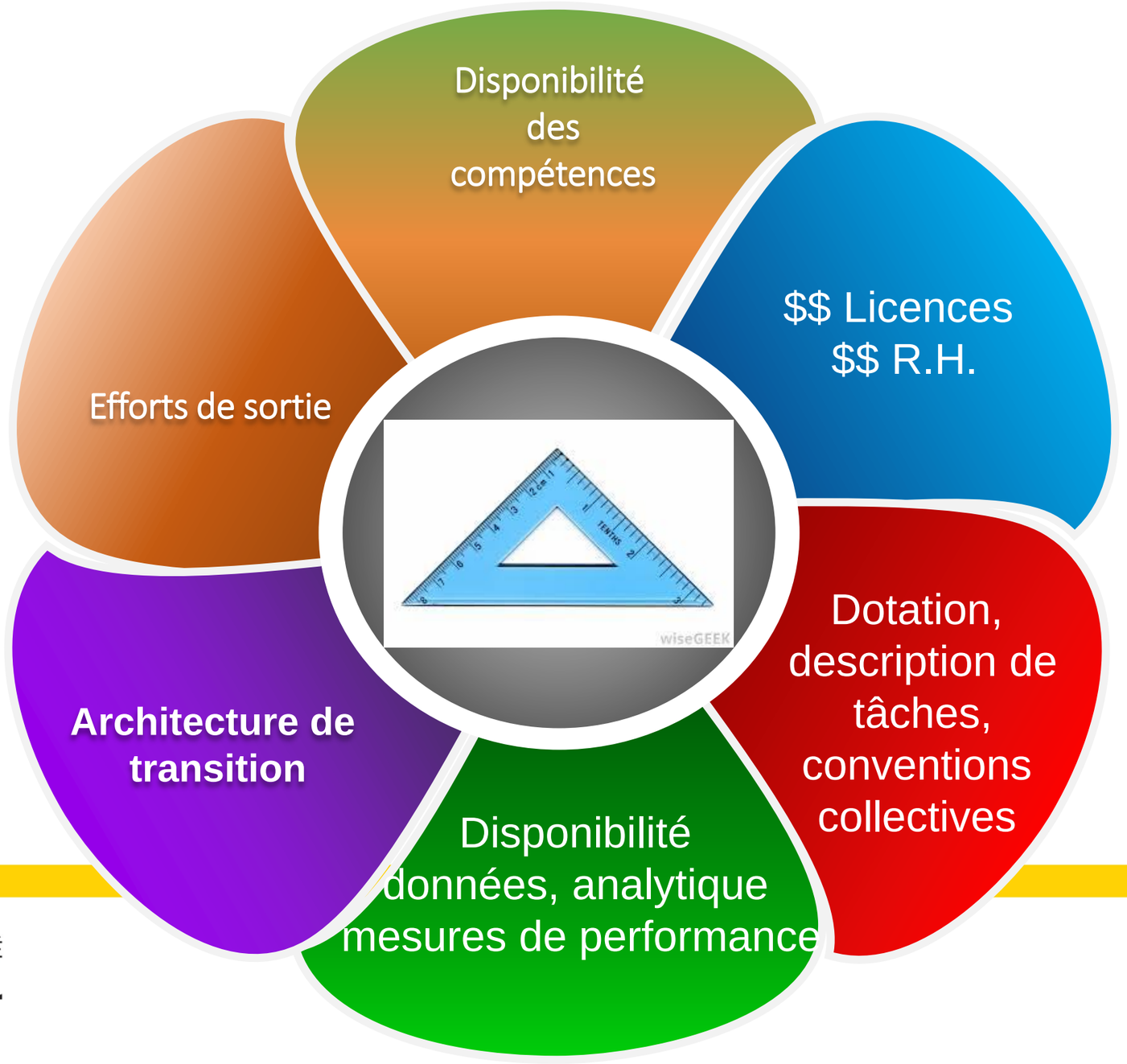

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Que représente ceci?

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Les standards et la réutilisation

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Et ceci?

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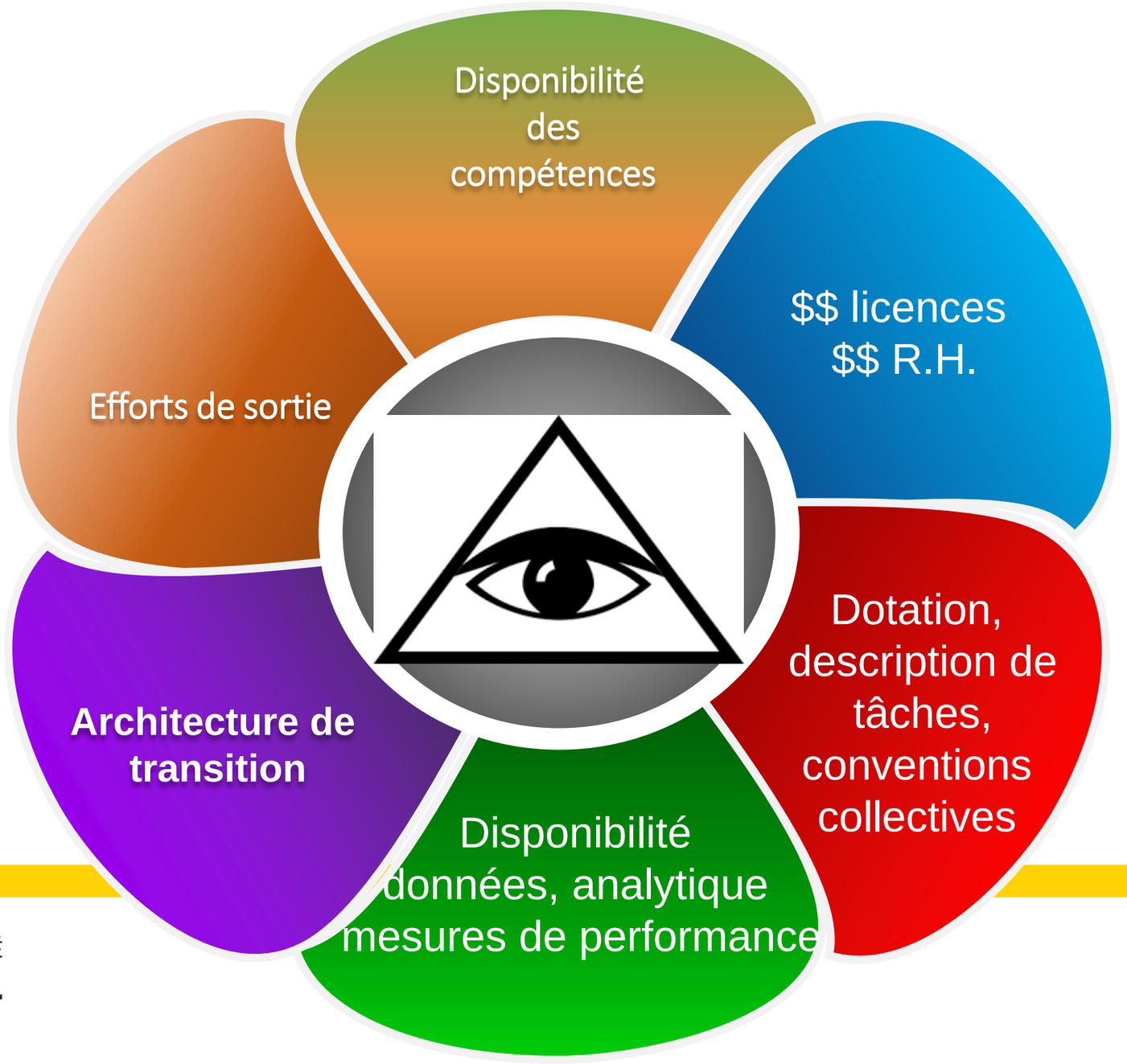

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Et ceci?

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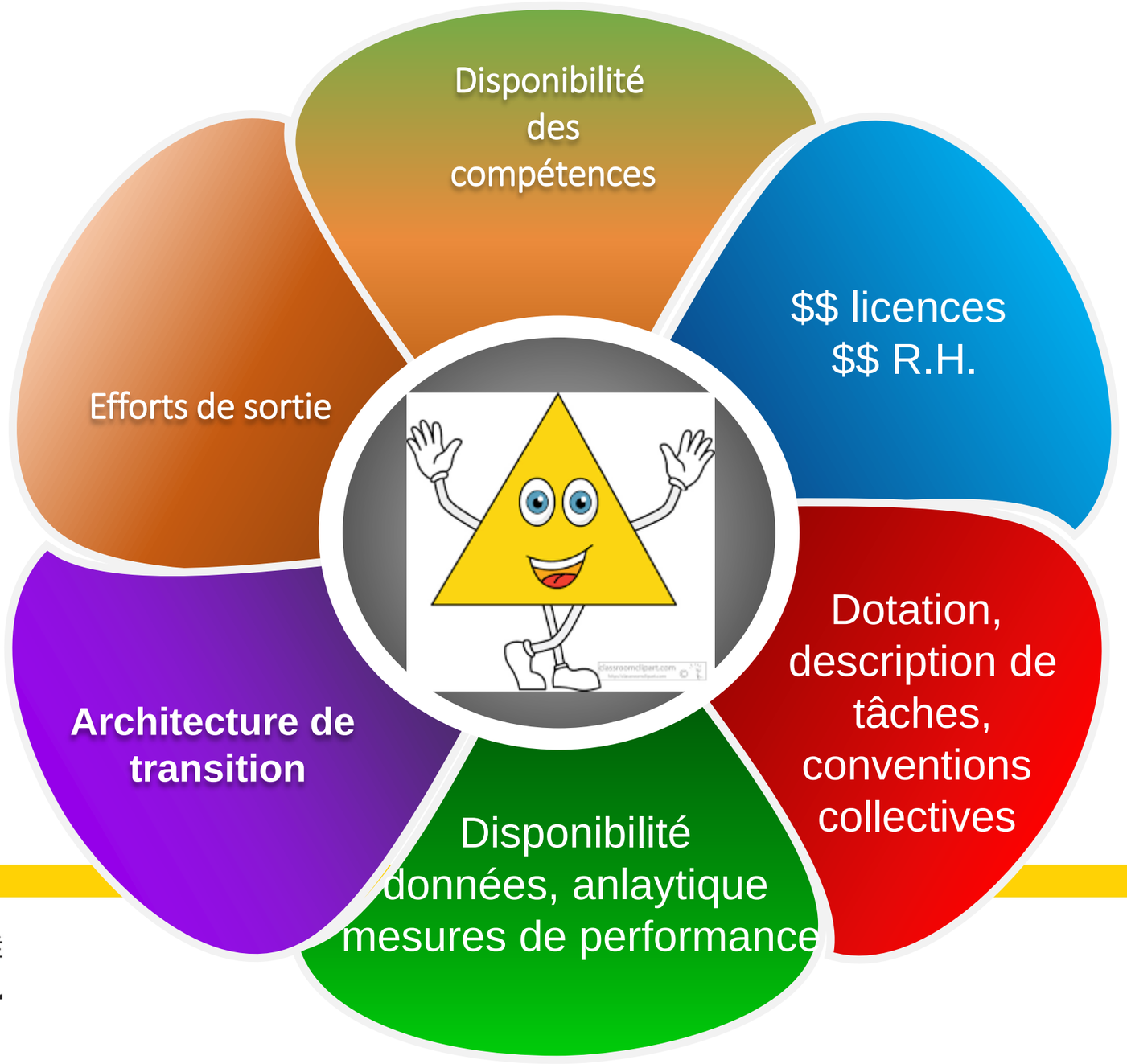

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Et ceci?

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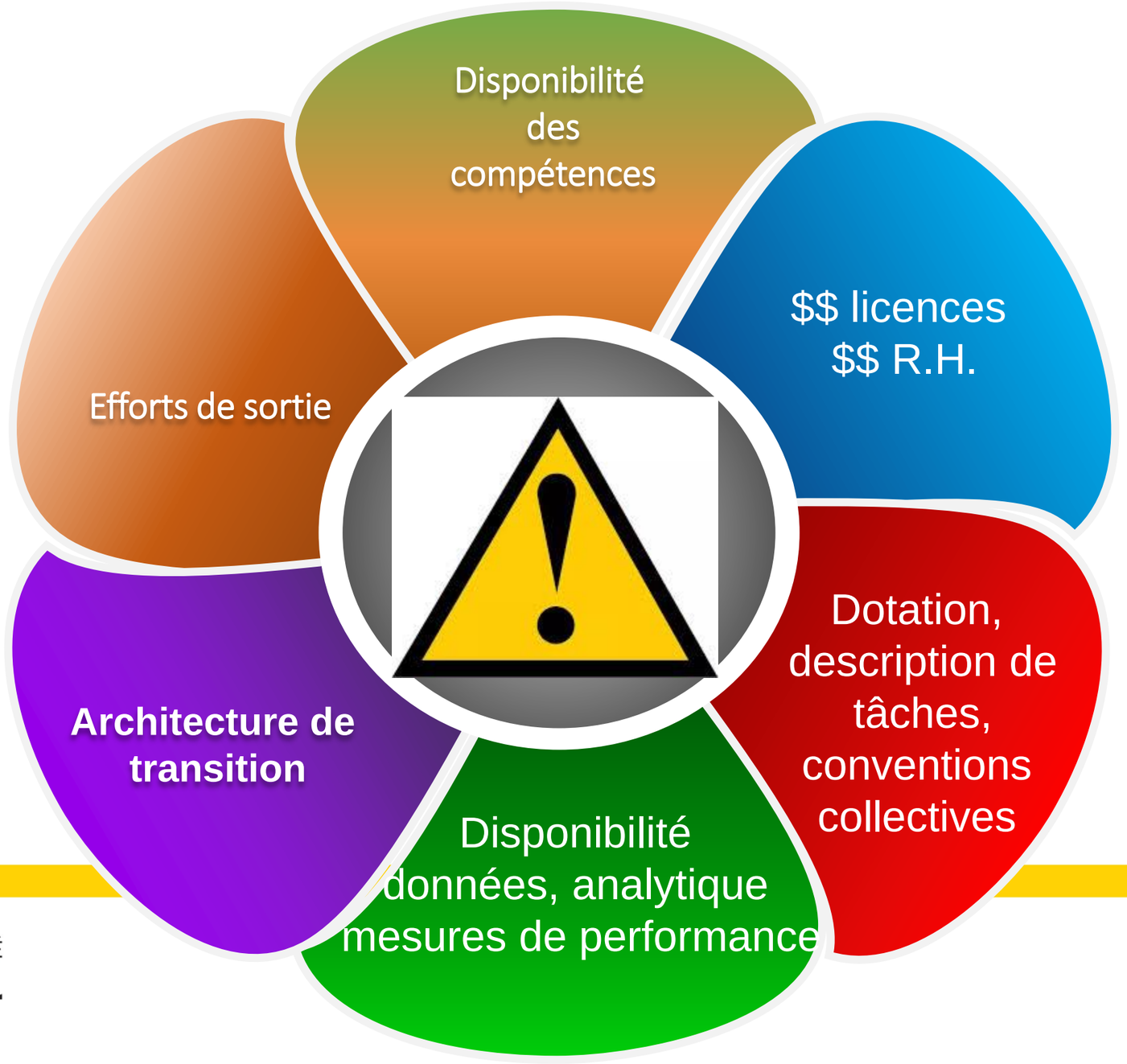

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Et ceci?

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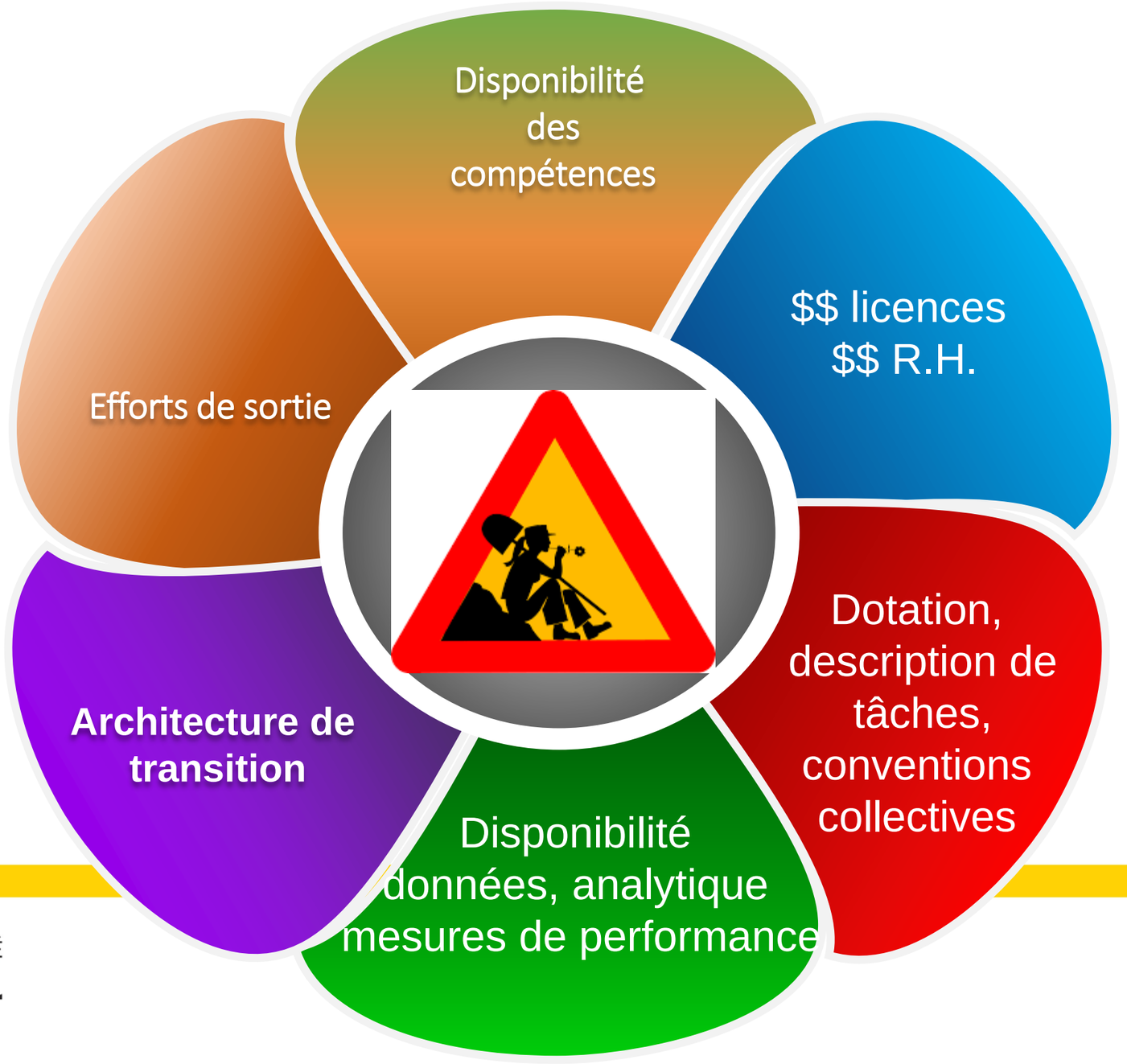

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Et ceci?

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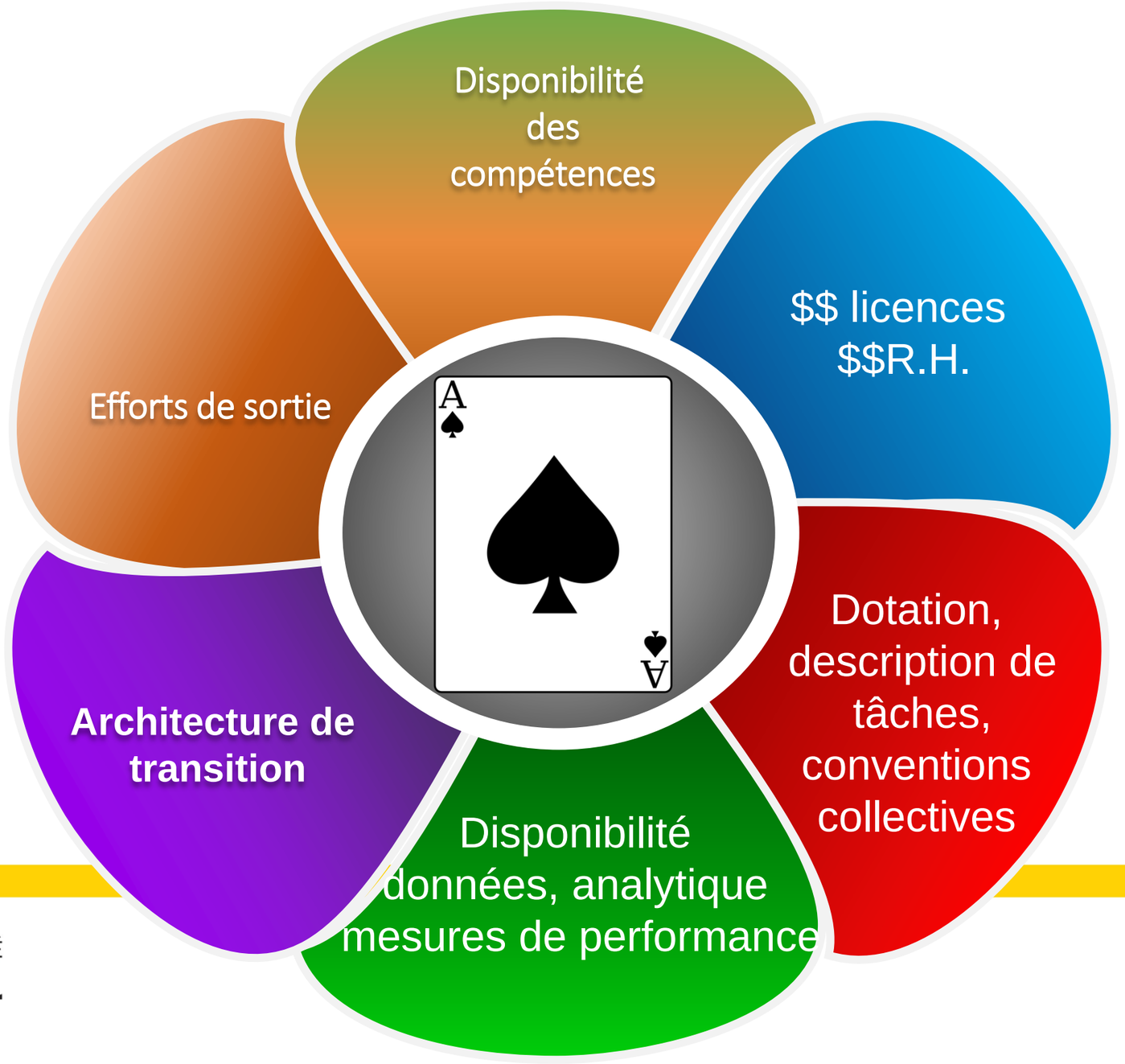

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Tout cela pour?

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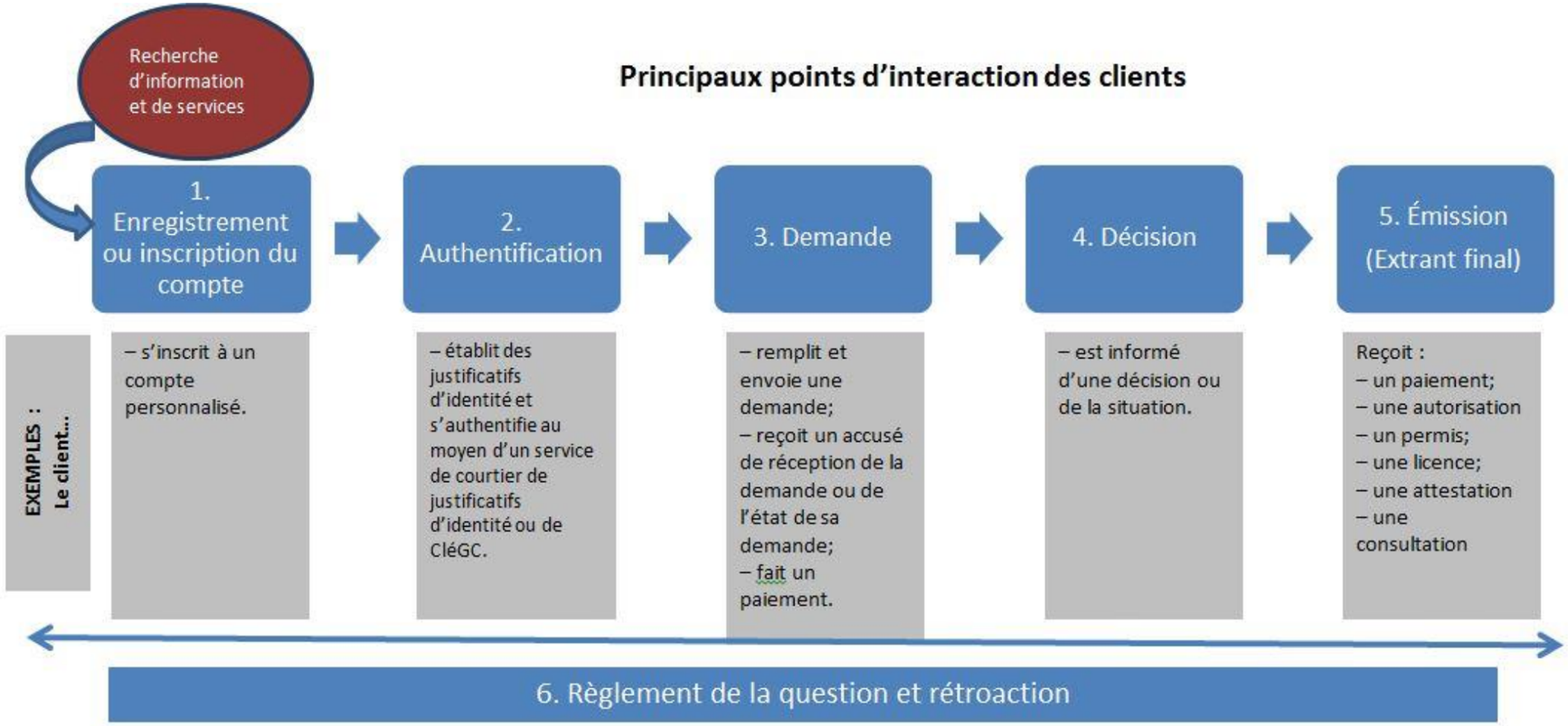
Simplifier l’expérience client



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Et ceci?

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Permet de

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Que pensez vous de cette affirmation?

«La partie la plus difficile de la spécification des besoins n'est pas de documenter ce que les utilisateurs veulent; il s'agît plutôt de l'effort pour aider ceux-ci à déterminer ce dont ils ont besoin qui peut leur être fourni avec succès» –

Steve McConnell (Software Project Survival Guide, Microsoft Press)

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Que pensez vous de cette affirmation?

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Steve McConnell (Software Project Survival Guide, Microsoft Press)

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Que représente l’ensemble de ce qu’on a vu?

Les contraintes d’exploitation

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Pourquoi tenir compte des contraintes d’exploitation?

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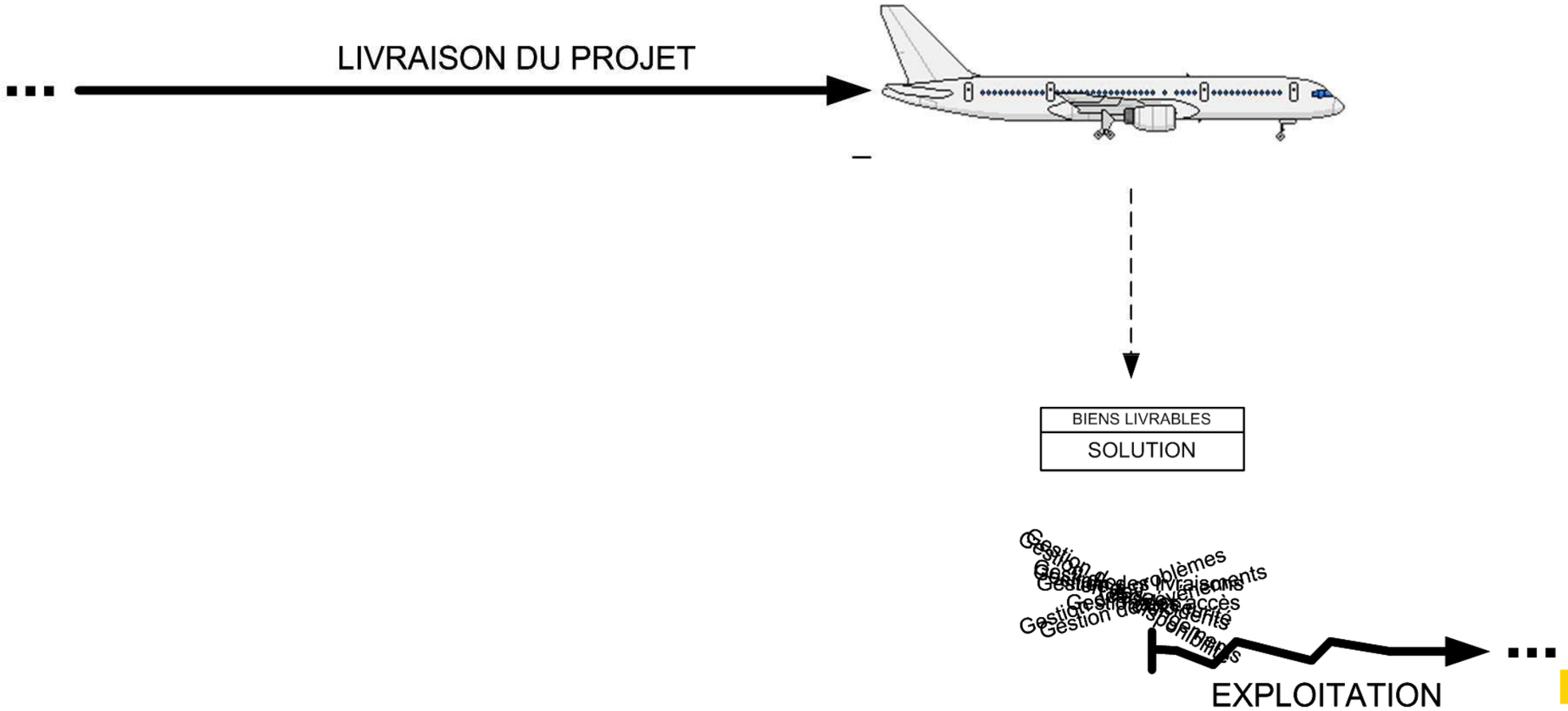
OOPS
EUROPE
S&P
RATING

Livraison de projet…sans passage en mode opération



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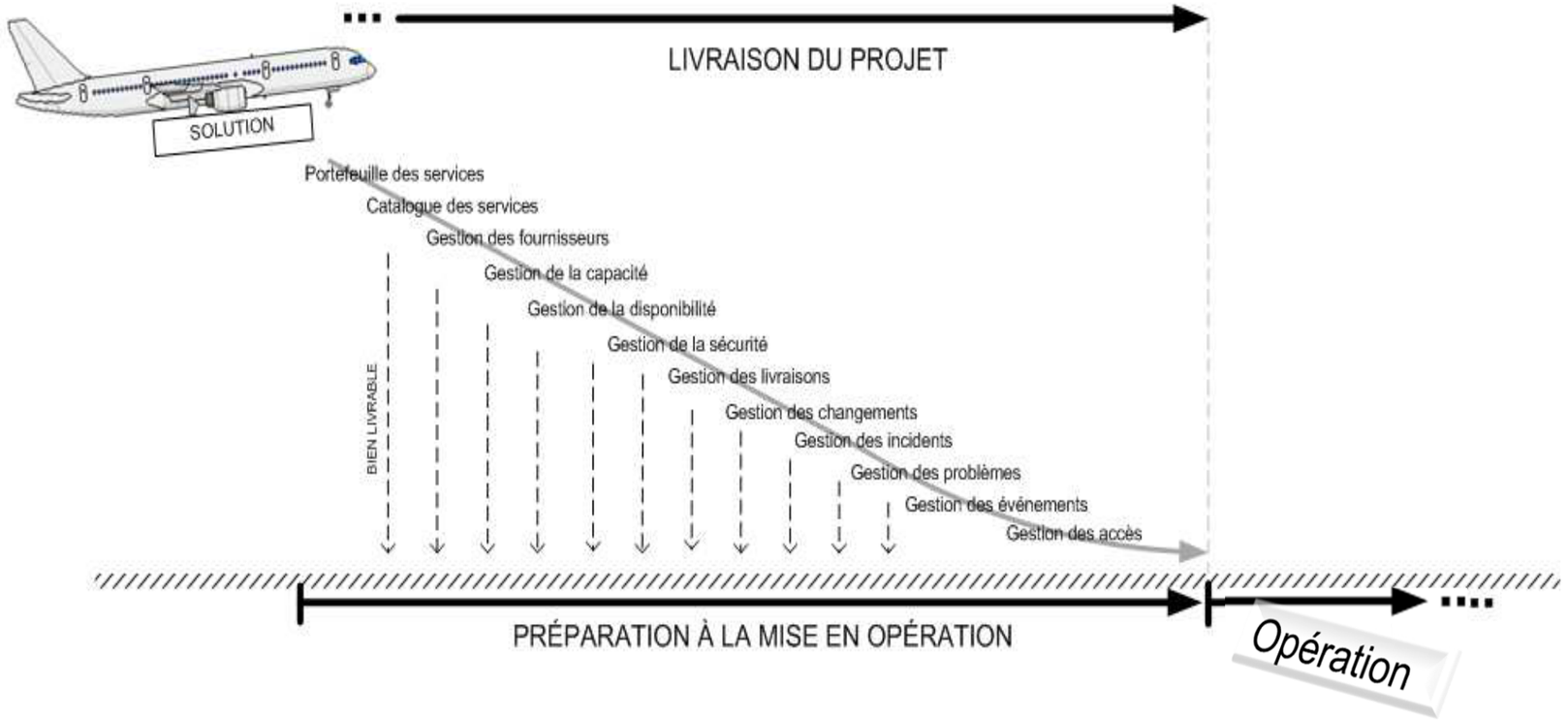
Livraison de projet…avec passage en mode opération



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Question : Les TI sont-elles un domaine d'affaires?

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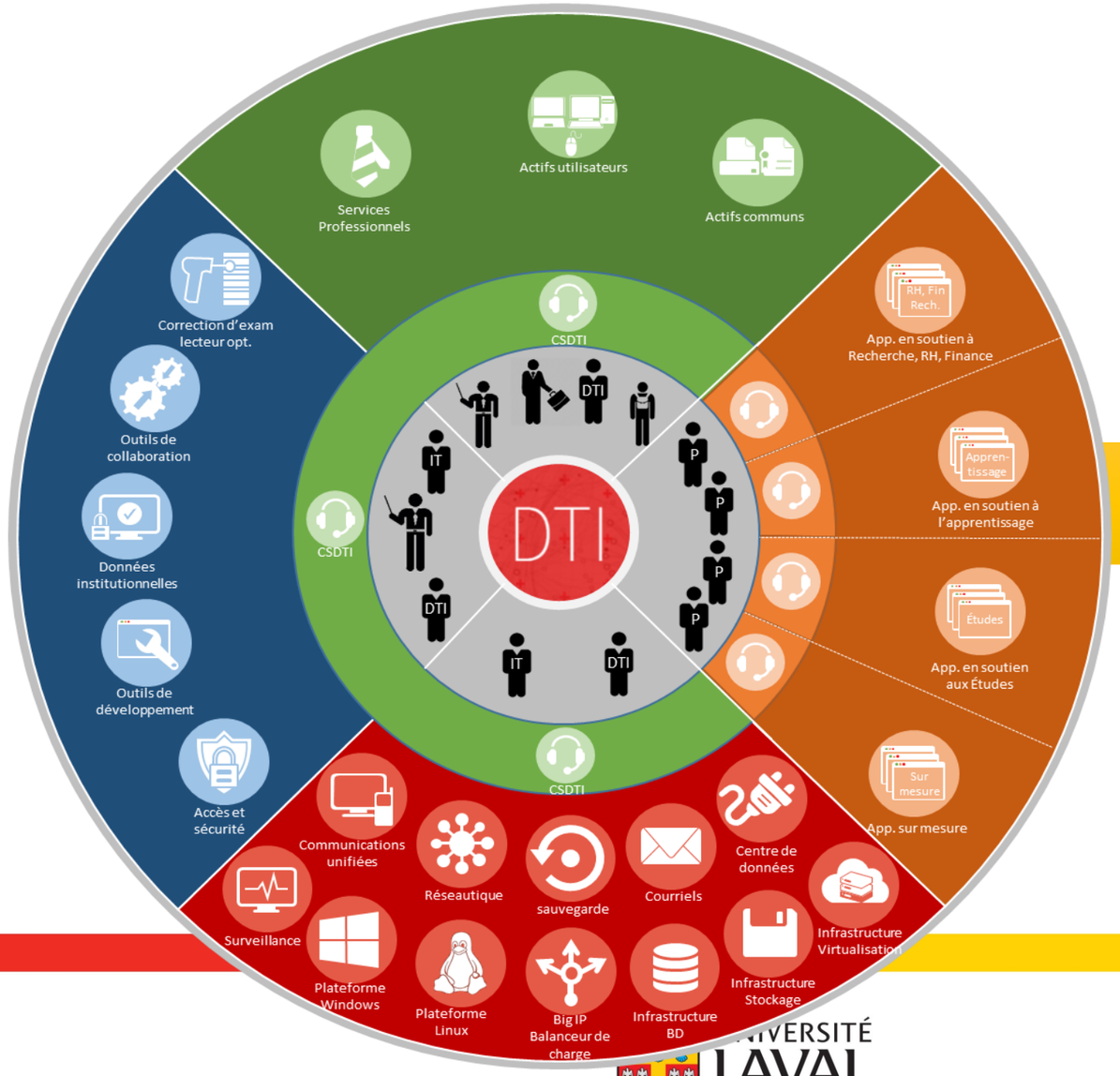
Les Solutions et Services de la DTI



Actuellement : Catalogue de 24 services TI en opération

Actuellement composés de 220 solutions technologiques

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Quelques autres devinettes

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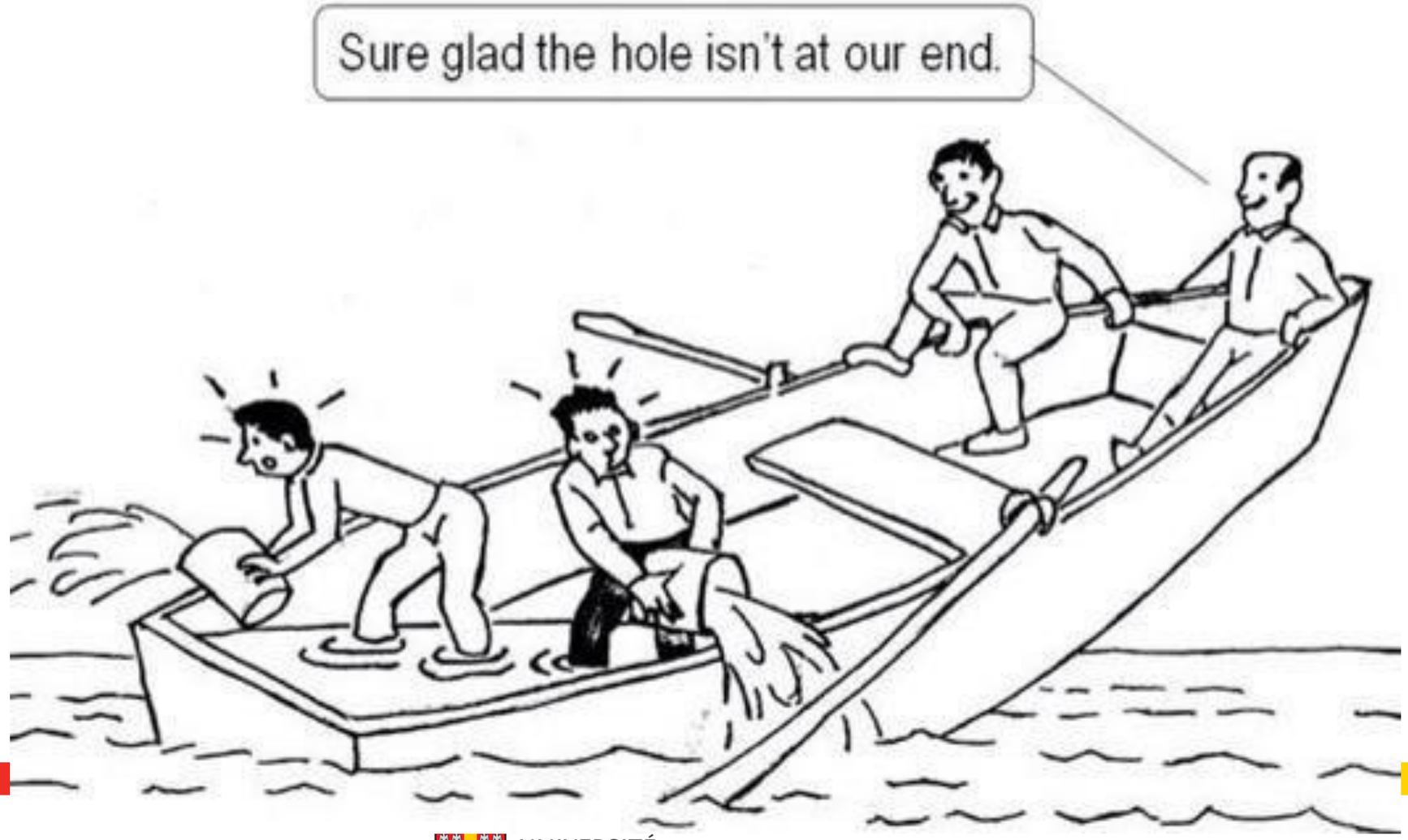

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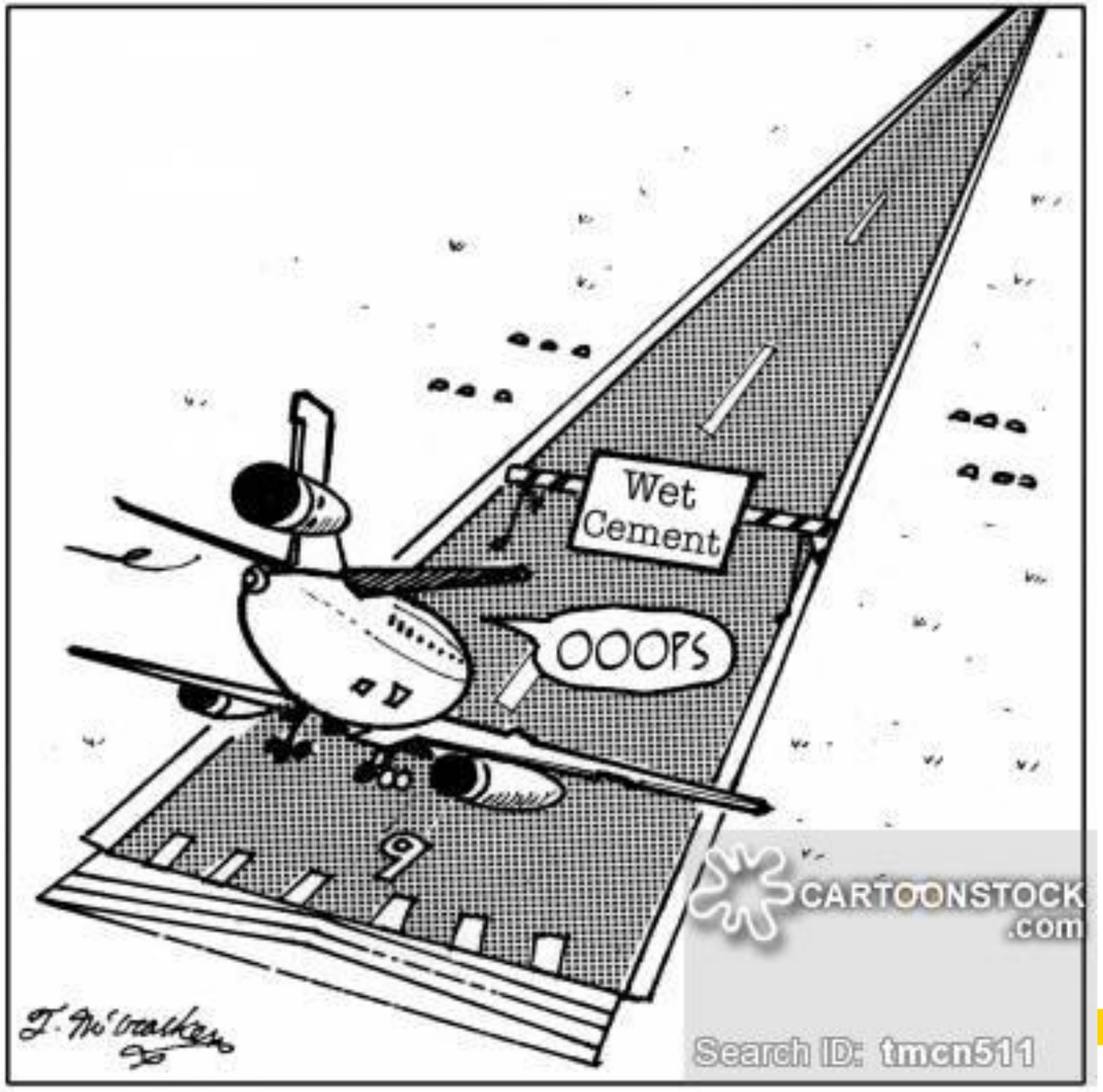

For years pilots grumbled about the runway, so airport management was surprised by the grumbling when they finally fixed the problems.

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Radical snow removal
method #23 at the airport.

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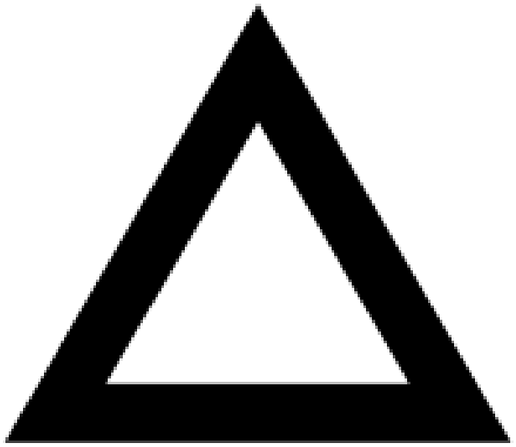
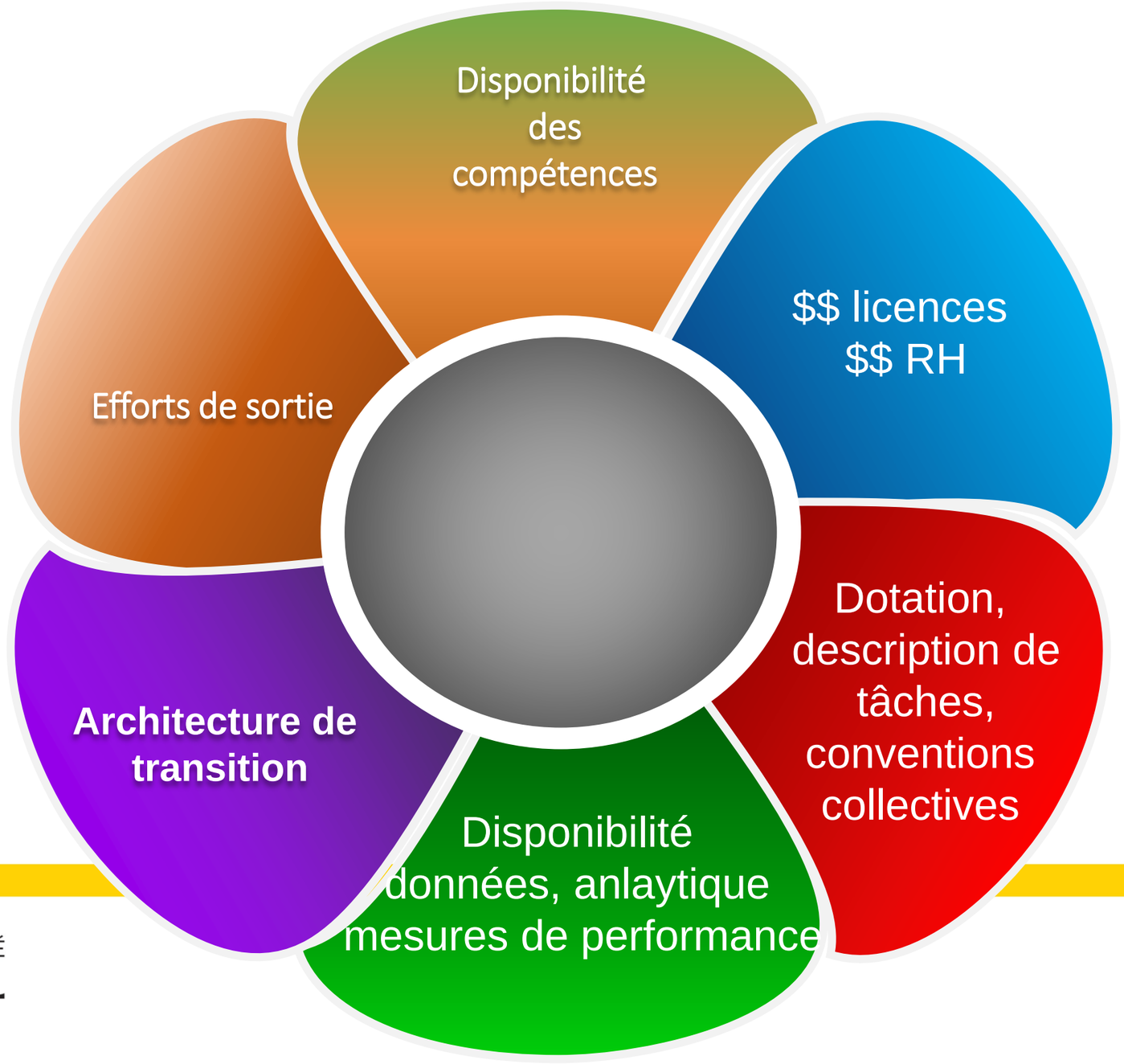
À retenir :





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Merci

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Similitude avec le ‘’shift to left’’ dans les services

- “Right-to-Left,” aim is to continually shift support from the costly constructs of traditional onsite service to a more cost-effective model that drives incident resolution closer to the source.
- Employing the strategy helps reduce end user costs, while improving productivity, with the ultimate objective of more satisfied users, and an efficient support model where increased problem avoidance can be realized over time.