

The PEOPLE Workstream

How does AI impact People in fast changing work environments?

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The People Workstream



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Keys to Zero Outage Success

- THE ZERO OUTAGE COMPETENCY MODEL
- CHALLENGES IN THE WORKPLACE
- FIVE KEY SUCCESS FACTORS FOR HELPING TEAMS THRIVE IN ZERO OUTAGE ENVIRONMENTS
- ADDRESSING THE WORKPLACE CHALLENGES

TALKING POINTS

Essential elements ensuring continuous operational excellence

**Five Success Factors for Helping Teams
Thrive in Zero Outage Environments**

Lack of Psychological Safety

Employees may **feel unsafe** to voice their concerns, report errors, or experiment due to **fear of blame or retribution**. This can lead to hidden **issues**, repeated **mistakes**, and **stifled innovation**.

Mental Wellbeing and Resilience

High-pressure environments can lead to **stress**, **burnout**, and **decreased productivity**. Without adequate support structures, employees may struggle to **maintain performance**, increasing the risk of **human error** and **operational disruptions**.

Siloed Knowledge & Lack of Continuous Learning

In rapidly **changing environments**, employees may find it challenging to keep up with new technologies and processes. Reliance on **structured training** and company-provided materials can lead to a **lack of adaptability** and **slow decision-making**.

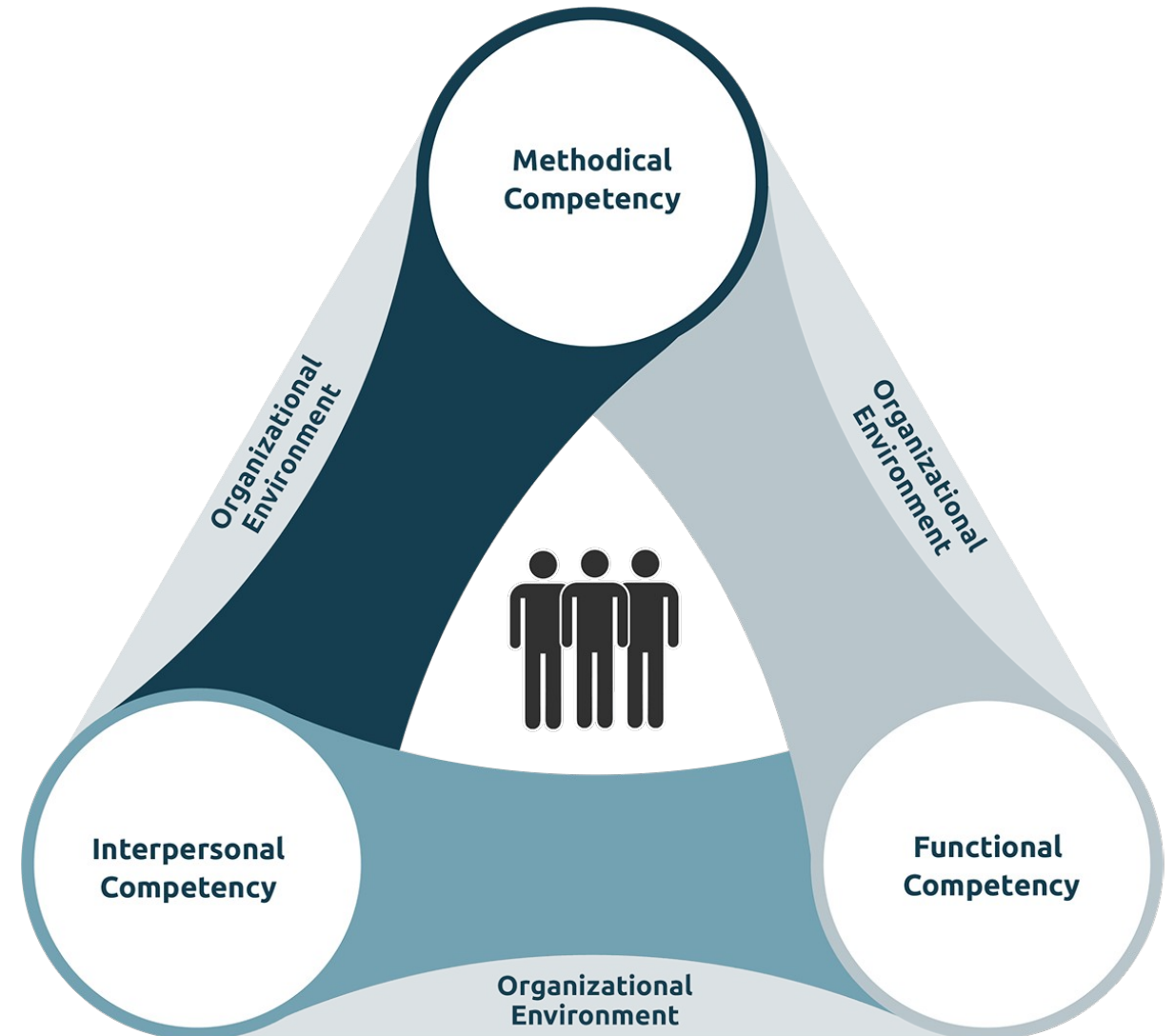
Ineffective Collaboration Across Teams

Traditional organizational **silos** can **hinder effective collaboration**, leading to **slow responses** to issues and **incomplete solutions** due to a lack of cross-functional perspectives.

...what is required to meet Zero Outage criteria.

Functional skills, **interpersonal** and **methodical** competencies are vital for success.

An **organizational environment** is needed as a solid foundation to support these.



1. Culture of Psychological Safety & Learning from Mistakes

- **Psychological Safety:** Establish a **growth mindset culture** where individuals feel safe to voice concerns, report errors, and experiment with confidence, thereby accelerating learning and continuous improvement.
- **Learning from Mistakes:** Foster an **environment** where issues and deficiencies are openly shared and analyzed for **improvement**, rather than ignored or met with blame.

2. Wellbeing & Mental Resilience as Operational Foundations

Mental Wellbeing and Resilience: Promote **mental wellbeing** and resilience by embedding **support structures** for stress management, burnout prevention, and psychological recovery. A **resilient workforce** is essential for maintaining operational continuity and minimizing human error under stress.

3. Continuous Learning & Knowledge Management Reinforcement

- **Proactive Learning Mindset:** Encourage individuals to take **ownership** of their ongoing **development** by actively seeking out relevant information, resources, and learning **opportunities**, ensuring adaptability and informed **decision-making**.
- **Embedded Learning Mechanisms:** Integrate **continuous learning** mechanisms such as post-incident reviews, knowledge sharing platforms, and communities of practice to systematically capture and disseminate **lessons learned**.

4. Collaborative Problem-Solving

Integrated, Cross-Functional Response: Apply principles of effective **collaboration** by breaking down traditional organizational silos and enabling a unified response from all relevant teams. This ensures all critical perspectives are applied to achieve **faster restoration** and **prevent recurrence**.

5. Strategic Alignment & Value Chain Integration

- **End-to-End Value Stream Focus:** Ensure all stakeholders are **aligned** towards an integrated, end-to-end **value chain**, prioritizing consumer value and optimizing overall outcomes. This alignment is crucial for achieving **zero business disruption**.

- **Zero Outage Architecture:** Adopt the **Zero Outage architecture** as a guiding blueprint, translating the mission of zero business disruption into **repeatable** and **predictable** methods across service design, building, delivery, and maintenance.

Psychological Safety

- Establish Psychological Safety
- Encourage Open Communication
- Recognize and Reward Transparency

Mental Wellbeing and Resilience

- Promote Mental Wellbeing
- Implement Wellness Programs
- Foster a Supportive Environment

Knowledge & Continuous Learning

- Encourage Proactive Learning
- Integrate Continuous Learning
- Provide Access to Learning Resources

Effective Collaboration Across Teams

- Facilitate Collaborative Problem-Solving
- Implement Cross-Functional Teams
- Use Collaboration Tools

By adopting these steps, companies can create a **resilient** and **proactive** workplace culture, fostering **continuous improvement** and **operational excellence**.

THANK YOU

