

TRIGGERS

- Scope approval
- Budget forecasting
- Change in vendor
- Additional components
- Performance rating incentive

PROBLEMS

- Change in volume
- Added features
- Forecasting adjustment
- Timeframe extensions
- Additional language requirements

TOOLS
As XXXXX team members work on the localization of product, both xxxs and xxxs rely on the suite of tools available to automate, expedite, track, and forecast. The specific tools used are dependent upon the scope of the project and where they are at in the process.

TIME
This can span both short and long timeframes, during which the users are assessing and making decisions that will affect the outcome of the project and The degree to which Information is shared.

COLLABORATION
Advice and experiences of peers, facilitation of action and negotiations across organizational groups and With vendors all influence the mode in which issues are addressed.

COMMUNICATION PREFERENCES

- In person (face time)
- Outlook (email)
- Telephone (voice)

Factors influencing the situation determine the work mode that will be most effective. The user is driven by the goal = **get product localized.** The user is adept at recognizing signs and signals in the project and will switch into modes when needed.

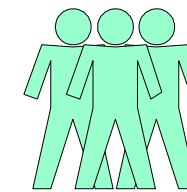
COLLABORATIVE ENVIRONMENT

- Personal workstation
- Conference rooms
- Mobile: on foot, in car, at the cafe

Users' strategies for Initiator mode



While this mode represents the area of heaviest reliance on personal communication skills, intuition, and localization knowledge, there tends to be less usage of of the XXXXX tool.
It is also the area in which users' frustration and disillusionment with the tool is highest. They can see the logical course of action and can feel constrained by the tool, yet risk management disapproval.



KNOWLEDGE-SHARING

- With team members
- With core team
- With cross-organizational groups
- With outside vendors



User Strategies



Users' strategies for Adaptor mode

Working in Adaptor mode is almost always time-critical. When faced with a problem, users choose the fastest route for reaching resolution.
It is also the area in which users' pain point with the tool registers. They can see that there may be a more streamlined course of action but believe using the tool will be most beneficial to getting the needs of their project met.