

InfoBuzz

REACHOUT RELAX ENJOY

Leaderspeak



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What is Delivery Management?

Delivery Management is an important, critical aspect of software delivery. It is the process of tracking, managing, and ensuring successful delivery of a product, project, or program.

Delivery Management and Project Management have few areas of functional overlap. But they differ in multiple ways. Project Management tracks the day-to-day activities of the project to ensure project milestones are being met and any blockers or challenges for the team are being outrightly mitigated to ensure smooth project execution. Delivery Management is the fifty feet from the ground view of project activities. It is a broader function atop Project Management. A Delivery Manager must ensure customer happiness and satisfaction in addition to ensuring major project milestones are achieved. A Project Manager can list out the challenges and blockers for the team. A Delivery Manager must work towards ensuring that all those challenges and blockers are resolved.

Scope of Delivery Management

- Tracking project/program milestones and deliveries
- Tracking quality of deliveries
- Ensuring regular customer traction and status updates
- Ensuring business continuity and healthy pipeline of project work
- Ensuring customer satisfaction
- Mitigating open issues and challenges for team and customer

Team's Contribution to Successful Delivery Management

The delivery team plays an important role in smooth execution of Delivery Management function. It is the team which interacts with the Customer on a regular basis and owns the product being developed. It is the team which can ensure quality of the product.

The Delivery Manager is dependent on the team members to keep him/her updated on the status of the project. If accurate and timely data does not reach the Delivery Manager or the project team does not keep the Delivery Manager updated on blockers and open issues in the project, the Delivery Manager will be handicapped. And he/she will be unable to deliver on the objectives of their role.

If a customer is dissatisfied with the performance of the delivery team or there are major blockers in the project that the Delivery manager is unaware of, it will negatively impact the project in the long run.

The delivery team is an important cog in the wheel of Delivery Management function.

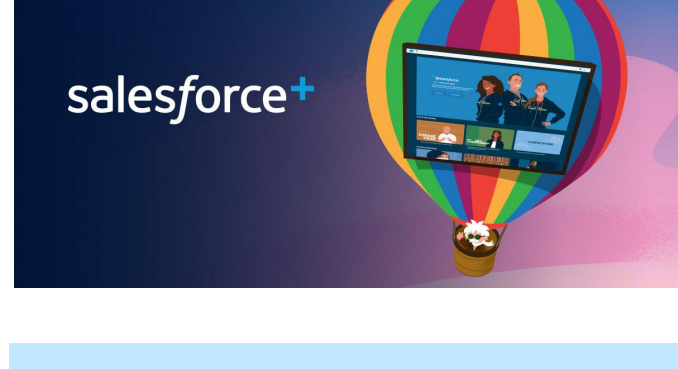
Takeaways of Successful Delivery Management

In any company if the Delivery Management function is executed successfully the following will be achieved:

- Happy and satisfied customer
- Happy and engaged team members
- Continuing business engagement with the customer

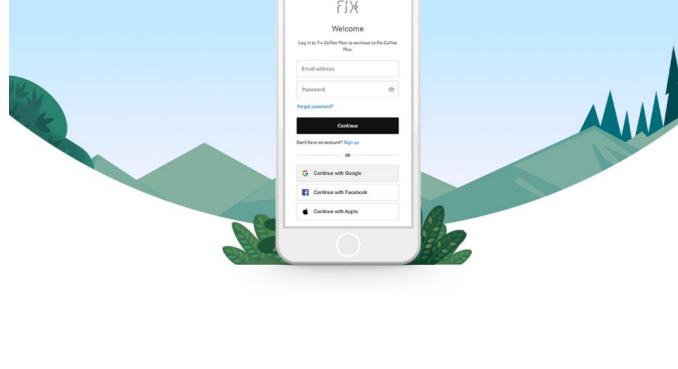
A healthy Delivery Management function is a win-win for all.

Salesforce News Feed



Salesforce will be launching **Salesforce+**, an all-new streaming service, that anyone across roles and industries can find live and original content on upskilling and career growth. Salesforce+ will be available globally on September 14 2021.

[Read more](#)



Salesforce and Auth0, have partnered to offer **Salesforce Customer Identity Plus**, which helps companies to manage & consolidate customer identities across all apps and overcome the challenge of identity silos.

[Read more](#)



Salesforce has launched a **Global Engineering, Construction, and Infrastructure Initiative** to help in the digital transformation of infrastructure companies that have been lagging behind technologically.

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Latest News @ Infoglen

Women Infoglenners (WI) Circle - September '21

On 11th September, Infoglen organised its fourth WI Circle session on women's health and nutrition with Ms. Shubhda Bhanot, Chief Diabetes Educator at Max Healthcare Saket, Delhi. The session was an eye-opener and highly informative, as Ms. Shubhda addressed many myths circulating on social media around fad diets, trends and 'miracle' cures. She helped clear health misconceptions around diabetes, PCOs and thyroid among women. Participants also got an opportunity to clear specific doubts about their own dietary and health choices - be it yo-yo dieting, benefits of green tea, choice of oils for cooking, or vitamin intake for good skin!

5 Fun Facts



- ★ Dreamforce is Salesforce's event-of-the-year with over 170,000 attendees participating over a span of 4 days. It is usually held in the latter half of the year, with over 2,700 sessions and workshops conducted by select speakers from eminent companies
- ★ However, due to the pandemic related health concerns and restrictions, Salesforce will be limiting the number of attendees for the Dreamforce 2021 in-person event to 6000 people only
- ★ Nevertheless, the good news is that there is no such limit on online participation - you can still attend Dreamforce 2021 virtually via Salesforce+ platform. Attendance is free, easy, and available to everyone
- ★ The event will be a star-studded one with celebrity actors and sportspersons, like Will Smith, Jane Fonda, and Blake Lively speaking at Dreamforce, along with a performance by the American rock band Foo Fighters.
- ★ Interesting to note that past attendees have witnessed significant increases of over 20% in ROI on sales productivity, customer retention, marketing lead volume and deal sizes, after attending the event

Dreamforce 2021 will be held on September 21-23, 2021.
Don't forget to [sign up](#) for the virtual event!

Sources:
[Inspire Planner](#)
[Whatfix](#)

Poll Power

Infoglen conducted an open-for-all survey on LinkedIn to understand what people view as the most important use of Salesforce platform and technology for businesses in 2021. The results are out:



Opportunities @Infoglen



Sales
Manager



Inside
Sales Rep



Salesforce
Developer



Delivery
Manager

Want to refer someone for any of these positions?
Send an email to charli@infoglen.com

Upcoming Webinars & Events by Salesforce

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S. No.	Topic	Date	Time	Registration Link
1.	Get Ready for Dreamforce 21: Service Cloud Edition	14 Sep	11:30 PM IST	Click here
2.	Boosting the "R" in ROI: How Driscoll's Maximizes Marketing Investments	15 Sep	09:30 PM IST	Click here
3.	Dreamforce 2021	21-23 Sep	Full Day	Click here
4.	Salesforce Presents: The Top 4 Small and Medium Business Trends of 2021	28 Sep	11:30 PM	Click here

What's Hot @ Infoglen

Meet September's Newly Onboarded Clients!



- The Google Cloud Technology and Solutions team is responsible for the engineering systems that support Cloud customer relationship management, and help Google Cloud run, grow & scale business.



- Canada-based home services and parent company of 1-800-GOT-JUNK?