

Advice for DesignOps Employee #1

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Hi, I'm Amy.

I was DesignOps Employee #1 for my group when I joined SAP.



I've done this before professionally...

I have worked on design teams for 20+ years, and I've seen a few things.



... and personally.

As a parent of a teen and a tween, I solve problems and negotiate compromises 24/7.

#1

Understand the Root Cause

Ask yourself what specific thing caused your org to see the need for DesignOps.

#2

Set the Boundaries, and Respect Them

Establish your roles and responsibilities, and know who does what. Then stick to it.

#3

Make Lots of Friends

Talk to anyone and everyone who will take your call, both inside your org and outside it.

#4

Find the Gaps and Fill Them

If you listen, people will tell you what's broken,
and help you understand how you can fix it.

#5

Get Comfortable with “I Don’t Know”

Nobody expects you to know everything, and that’s ok. But they do expect you to learn.

Root Cause

Boundaries

Friends

Gaps

“I Don’t Know”

This is a foundation for building
a successful practice

Thank you!

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