

CASE STUDY

Public Sector Transport Microsoft Office 2010 Rollout & Migration to Outlook 2010

A programme of learning interventions to support an organisation wide upgrade to Microsoft Office 2010 and migration from Novell GroupWise to Outlook 2010 for over 300 users.

Background:

The organisation was undertaking an upgrade to Microsoft Office 2010 at the same time as moving from Novell GroupWise to Outlook 2010. It was imperative that the transition was as seamless as possible and the amount of downtime reduced to a minimum with any drop in productivity lessened as much as possible.

The primary objective was to ensure users could continue to perform their day-to-day duties utilising the new version of MS Office with as little disruption as possible. The introduction of the new version also stimulated the need to make improvements to ways of working and reinforce best-practice across the organisation, in particular with regards to the use of email and calendars, corporate templates and formatting.

The rollout took place over a four week period.

Solution:

- Design and deliver promotional 1 hour seminars prior to rollout, highlighting exciting new features to "whet" staff appetites about the improvements Office 2010 offered.
- Design and deliver a half day migration training session, covering Word, Excel and Outlook. This course was mandatory for all staff.
- Develop and publish on the organisation's intranet a comprehensive reference guide to support users post training.
- Provide "Power User" training on Outlook 2010 for the IT team prior to rollout.
- Training planned to coincide with the upgrade. Users were trained and upgraded on the same day, meaning they were upgraded whilst they received migration training.
- Mop-up sessions post upgrade to pick up users missed during the roll-out.
- Floorwalking & workshops complimented structured training sessions providing desk-side assistance on "real life" issues and problems encountered by users.
- Work collaboratively with the client to create email Best Practice and corporate policies which were incorporated into training.

Benefits:

- Technical issues affecting users were identified immediately enabling a solution to be sought by the internal IT team.
- Staff productivity maintained on day-to-day tasks on Word, Excel and Outlook.
- Tips, tricks and shortcuts learnt during training promoted efficient new ways of working.
- New email best practice implemented and accepted easily without resistance
- Improved "housekeeping" and server management of mail boxes
- Staff felt supported and valued and not left to "figure things out for themselves", reducing time wasted post upgrade.

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