

Better the Devil You Know, Fact or Fiction?

The journey in Stakeholder Engagement in the Adoption of a New Platform

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Lets start at the beginning.....



What was the project about?

Project Objective

Migrate 1TB of content from SharePoint 2010 to SharePoint Online due to size limitations, operational risk and end of extended support of the current solution.

UL's IT Strategy - UL Enable I

UL:
ITD Sponsor
& Steering
Committee

Vendor
Engagement

Project Timeline

18-months
IT led Project
200+ Stakeholders

Oct 2019

June 2021

Project Scope

Migration of data
from on-premise
SharePoint
platform to
SharePoint Online

Migration of
data from
File Shares
platform to
SharePoint
Online

Development of
Office 365
Training Centre

So how did we do it? And what were our challenges?

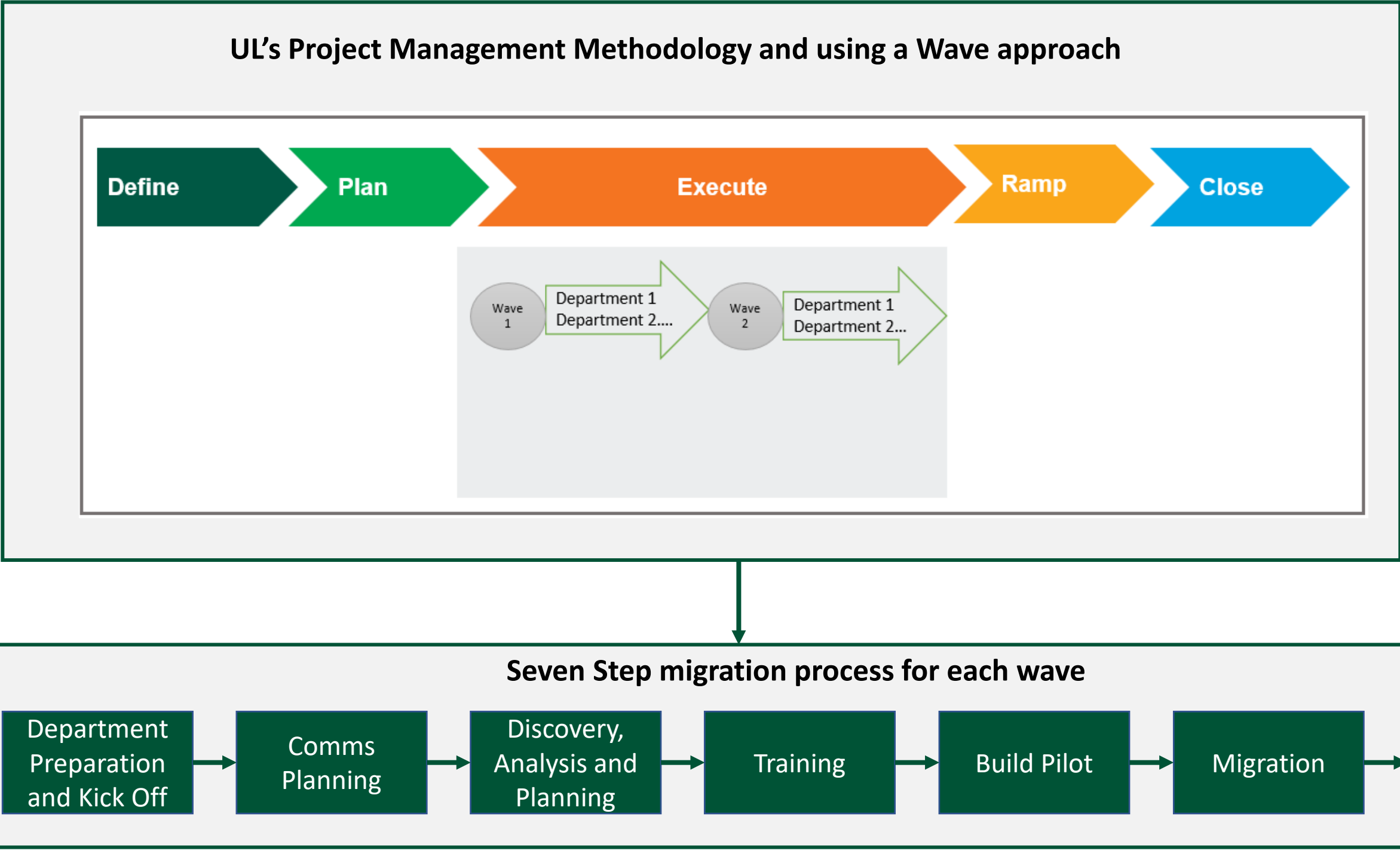




Step 1) How to engage with 200+ Stakeholders?



Step 2) Planning & Collaboration



Step 3) Manage Expectations



Launching a new technology is more than a technical migration

Expectations & Resistance which we needed to address

Resource challenges

SharePoint site owners needed to allocate time to work with the Project Team to ensure best migration approach for their area

Awareness and Communication – (Just) In Time

Staff need to know this is imminent and a timeline of when to prepare themselves as well as their data!

Managing Expectations

Ensure wider audience understand timelines and the “wave” project approach

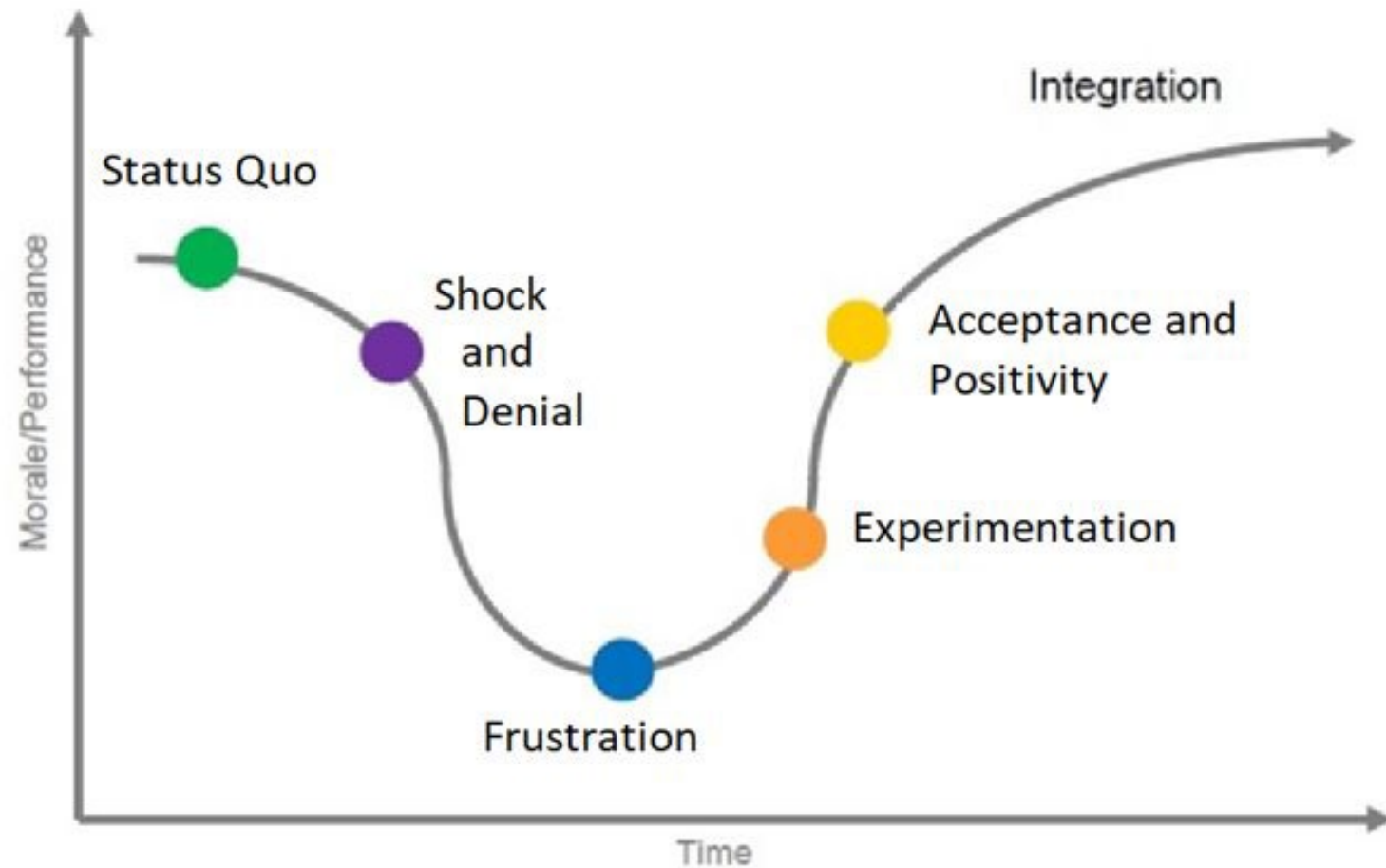
Training and Support

SharePoint Site owner needed to understand their role and feel comfortable with the new environment



Step 4) Change Management

How People Respond to Change



Change Management involves:

- **Stakeholder Journey**
- Having a Vision & Roadmap
- Implementing Proper Governance
- Good Planning
- Continued Commitment at all levels
- **Providing Training & Support**
- Adopting an Incremental Wave approach

Understanding the Change Cycle can help you manage change in your department



Step 5) User Adoption



Why was it a success?



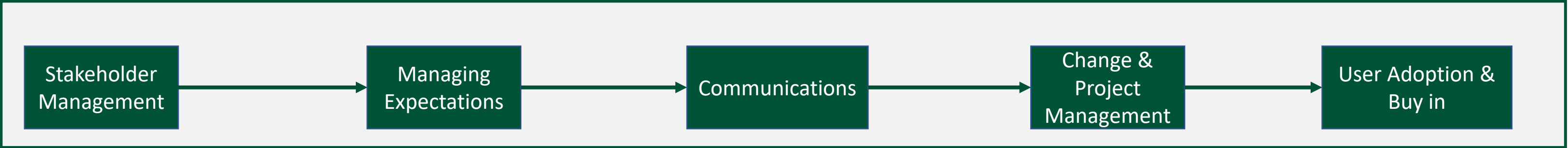
A successful adoption...



Just like eating an elephant.....

.....one bite at a time

Our Tips and Tricks



Key Activities

- Existing service owner played key role in project team
- Planning ahead for each wave
- Flexible with stakeholders deadlines
- Recognised their concerns

Key Activities

- Project resourced with clear scope
- Defined Process
- Clear benefits of platform
- Asked for feedback from stakeholders
- Continuous improvement

Key Activities

- Just in Time Communications
- Personalised messaging
- Developed a comms toolkit
- Consistent process for all
- Weekly 'stand up' meeting for tracking all comms notifications

Key Activities

- Well planned, huge attention to detail
- Strong Sponsorship
- Kick off Meetings for each wave
- Multiple departments grouped together
- Active listening
- Acknowledged resistance to change

Key Activities

- Encouraged direct contact with the project team throughout the Wave
- Transition to Service Desk
- Dedicated Training sessions
- Bespoke Training Centre
- Drop in clinics





Coming from
Better the Devil You Know, Fact or Fiction?
“we don’t want to change from what is familiar”

to
Adopting a toolkit that is feature rich and enabling digital
processes for a modern workforce.

Thank you

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