Successful Strategies for Deploying Desktop Change

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#APP8

Tech Be Nimble, Tech Be Quick

- Volume of applications in today's workplace

- Pace of version upgrades

- Range of access

- Applications are not silos

- Concurrent engineering / upgrades / deployments

- Successful IT Departments MUST make it happen quickly and they MUST get it right

Strategy 1: Use Smarter Deployment Tools

Smarter Migration of User Data

Microsoft USMT

- In Place Migrations
- Stores User Data on Hard Drive
- Customizable

Flex Profiles

- Operational Tool for Maintaining User Settings/Data
- Customizable
- Consistent User experience

Migration Up and Migration Down

- Customized Scripts to use during deployment

Strategy 2: Hold Out for a Hero...or Two

Finding Mr./Mrs. Right

- Executive Leadership
  - Communicates Vision
  - Influence
  - Active Involvement
- Funding
- Protection

Sponsors Are Like Shoes: More is More*

- Which people, groups or offices are impacted?

- The "ripple effect" – desktop change isn't *just* about applications…it's about training and workflows and….

- Who has the authority to implement change?

- Who is committed to seeing the change through to completion?

*This title does not necessarily reflect the views of *all* of the panelists. Namely, Mac.

Focus on Focus Groups

- Lay out the commitment you are asking for from participants – it takes time to plan, meet, review and approve

- Include diverse members from the same practice group or job role

- Remember: the Focus Groups *speak* and IT *listens*

Strategy 3: Figure Out What's Going to Break…*Before* You Break It on 200 Desktops

No Application is an Island

- The Christmas Tree Effect
- Microsoft 2010 Suite seeks to further integrate all the products – applications are not silos
- Not everyone uses the same applications

- A "simple" upgrade to IE8
  - Surfaced over 100 applications and websites necessary for workflow, along with an additional 60+ eFiling sites

- A "typical" upgrade to Office 2007
  - Except…Elite Enterprise doesn't work
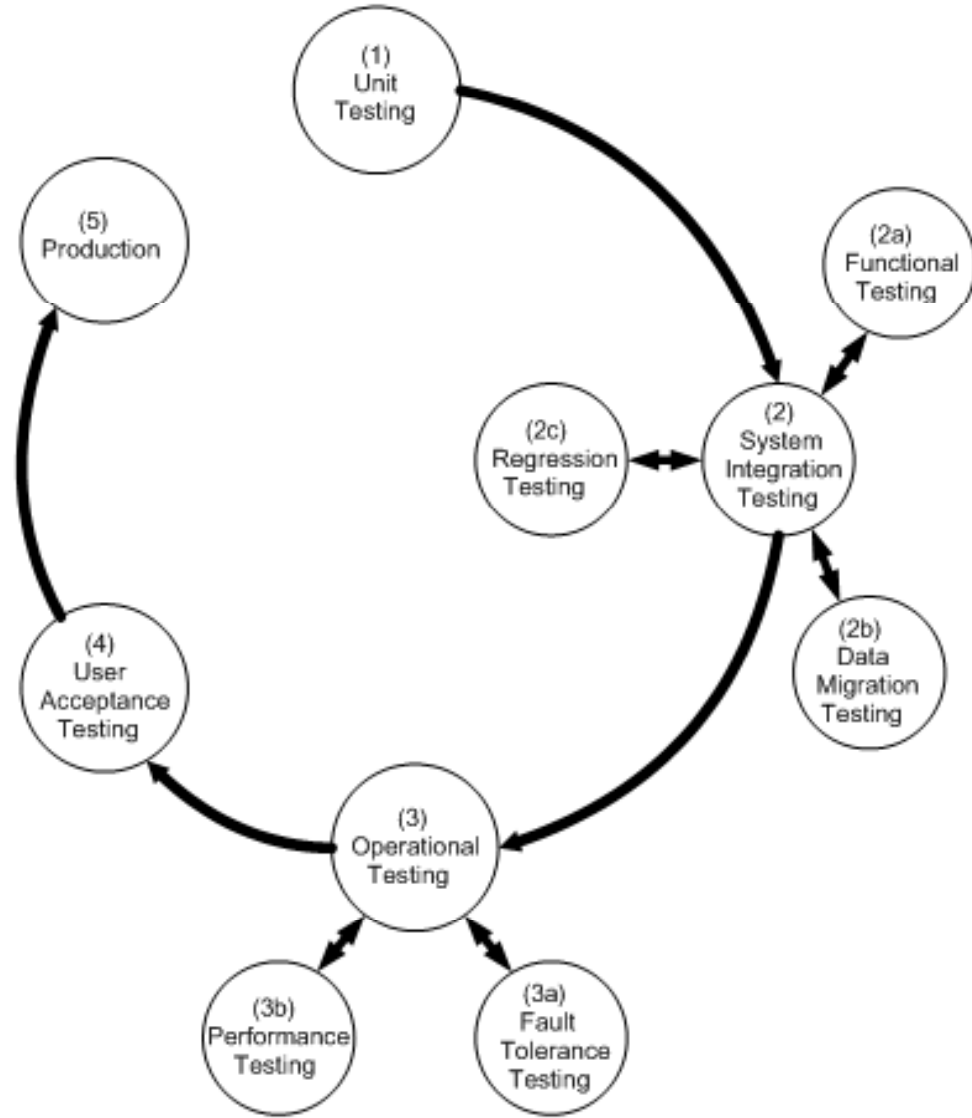
Testing, Testing…

Test Type	Category	Test Case	Expected Results	Special Requirements	Outlook - Pass	Outlook - Fail	IE - Pass	IE - Fail
Test Pass Data	Tester	Vivian Kreider						
Test Pass Data	Workstation	labvwks001						
Test Pass Data	Date, Time	3/9/2010						
Test Pass Data	Duration (hrs)							

Strategy 4: Use Just Enough Process

Structure Without Strangulation

- The work is the most important element

- **Tool:** Departmental Project Template
  - Defines what's in AND out of scope
  - Provides the players and target dates
  - Sets clear expectations from the git-go, but leaves room for development (and doesn't take seven weeks to complete)

Project Details

Comments:(Sponsor – if proposal is deferred, please provide short explanation.)

Project Sponsor:		Project Driver:	
Target Completion: (*required*)			

Project Overview

Project Objective:

Users impacted by this project:

Project Scope

In Scope:
-

Out of Scope:
-

Outcome/Deliverables/Artifacts:

Staff Resource Requirements

Resource Name (if known)	Skill Set Required	Estimated Hours *(required field)*

Materials Resource Requirements

Materials	Estimated Cost *(required field)*

The Plan

Milestone and Schedule Commitment:
▪   ▪   ▪

Strategy 5: Know the Unknowable…or at Least Plan for It

Role with It

- Define an SME role…and let them be the SME
- Define a Project Manager role to administer project
- Define a Tech Writer role focused on end user communication & documentation
- Define a QA role to confirm expected behavior of the product and proof the technical documentation

PM without a PMO

- Sharing information

- Documenting processes & change

- Information should be shared to the team…and that includes your Sponsor(s) and your Implementation Partner

BaseCamp (www.basecamp.com)

Liquid Planner (www.liquidplanner.com)

Project Leader: Project Sponsor   **Project: Office 2007 Windows 7 Desktop Deployment - Phase 1**   Project Start Date: 01/11/10

Project Objective: Deploy new Windows 7 Office 7 image to all laptops and desktops via SCCM

Objectives						Major Tasks		Project Completed By: 07/23/10																								Owner / Priority (RACI)				
			●			1	Project Initiation	●																									C	C	R	A	I
				●		2	Project Planning	●																									R	C	R	A	I
●						3	Proof of Concept Development			●	●																						R	R	C	A	R
●						4	Packaging and Deployment Strategy				●																						R	R	I	A	R
						5	Design																														
●		●				6	Windows 7 Planning and Strategy			●	●																						R	R	I	A	R
●		●				7	Office 2007 Planning and Strategy			●	●																						R	R	I	A	R
●		●				8	Review and Analyze Secondary Applications					○	○																				R	R	I	A	R
●						9	Migration Strategy					○																					R	R	I	A	R
						10	Image Build																														
●	●	●				11	OS Installation and Configuration					○	●	●																			R	R	I	A	R
●	●	●				12	Printer Select Tool Revision						○	○	○																		R	R	I	A	R
●	●	●				13	Build and Deploy Core Applications					○	○	○	○	○																	R	R	I	A	R
●						14	Legal MacPac Customization			□	□	□	□	□	□																		R	R	I	A	R
●		●				15	Build and Deploy Secondary Applications					○	○	○	○	○																	R	R	I	A	R
●		●				16	Quality Assurance of Install and Configure							○	○	○																	R	R	I	A	R
●			●			17	WTS - Install new image in Remote Access Environment							○	○																		R	R	I	A	R
			●			18	Upgrade Domain Controllers to Windows 2008 R2																														
●						19	Training Planning and Curriculum Development				●	●	○	○	○	○	○	○	○	○													I	A	R
●						20	User Adoption Planning						○	○	○	○	○	○	○	○													I	A	R
●						21	Pre-Pilot Testing															○	○										R	R	I	A	R
●						22	Pilot Testing																	○	○	○							R	R	I	A	R
●	●	●				23	Rollout, User Training and Support															○	○	○	○	○	○	○	○				R	R	I	A	R
			●	●		24	Ongoing Project Management	●	●	●	●	●	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○				R	R	R	A	R
				●		25	Project Closeout																						○				R	R	R	A	R
				●		A	Kraft Kennedy																														
						B	Arent Fox																														
						C	3rd Party Vendor Performance																														
							# People working on the project:	4	4	14	14	15																								

| Objectives | | | | | | | | Week 01 | Week 02 | Week 03 | Week 04 | Week 05 | Week 06 | Week 07 | Week 08 | Week 09 | Week 10 | Week 11 | Week 12 | Week 13 | Week 14 | Week 15 | Week 16 | Week 17 | Week 18 | Week 19 | Week 20 | Week 21 | Week 22 | C. Wilson | A. Saleem | O. Parkin | P. Mansuy | Firm Staff |

Major Tasks / Target Dates

Objectives / Costs

Summary & Forecast

Left-side objective labels (vertical): Faster Logon, More Efficient Desktop · Simplify Software Distribution · Increase Security · Successful Project Completion · Migrate Domain Controllers to Windows 2008 R2 · Windows Terminal Services Upgrade

Costs chart:
- Capital: 0 / 0
- Kraft Kennedy: 58 (Expended) / 225 (Budgeted)
- Training: 3 / 8

□ Expended   ■ Budgeted

The project started on January 11, 2010 and is scheduled to complete on or about July 23, 2010.
The project schedule has been negatively impacted by 5 snow days which closed the Firm office. The opening of the Tampa office has impacted schedule. The addition of new attorneys in the LA office has impacted schedule.

14.00 x 8.50 in

Ready, Set…Now Wait for Your Vendor

- Implementation vendors

- Application vendors

What Happens in Vegas *Shouldn't* Stay in Vegas

- Only a fraction of subscribers actually post to eGroups

- Search the eGroup archives

- Email posters directly and/or ask for introductions to resources

- Search for white papers or recorded webinars

- Watch webinars with your team

Strategy 6: Tackle the "Soylent Green" Issues

Soylent Green:
It's People!*

I Say "Potato" and You Say "Knowledge Management"

- Setting & communicating the *right* expectations
  - Sponsors
  - Customers
 - Internal Team
- Scope
- Flexibility

I Say "Knowledge Management" and You Hear "Potato"

- Use consistent vocabulary
  - "Universal" search
  - Knowledge Management
- Keep people informed of changes along the way, both within the department and the broader user community
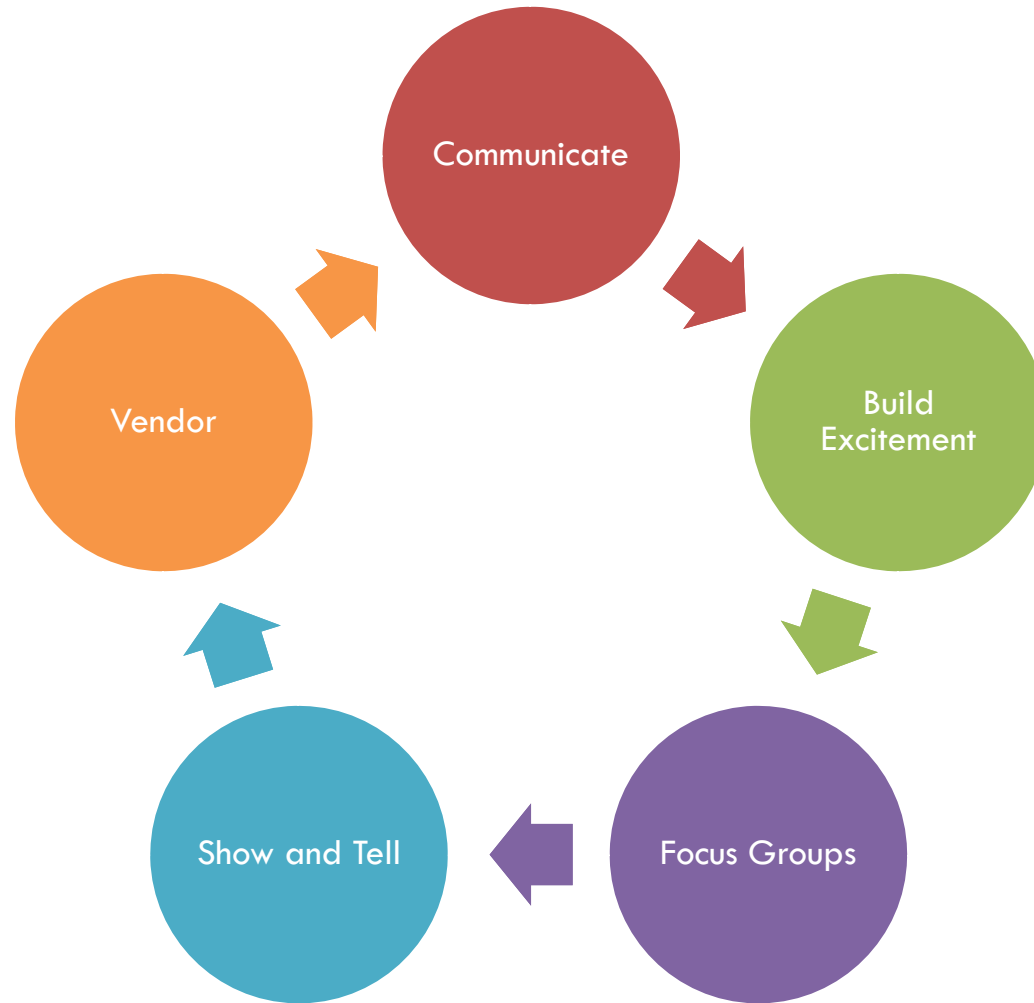
Training: Let's Get Personal

- Is it about training, or is it about adoption?
- Can you get the *right* people into classrooms?
- Get 'em wherever you can
- Walkarounds
- Attorney meetings
- "I like" feature checklists (tip o' the hat to Traveling Coaches)
- Leverage the people who have the most contact with attorneys

FileSite
Survival Camp

FULBRIGHT
& Jaworski L.L.P.
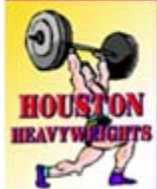
You are invited to the

FileSite Survival Camp – FastTrack to the Future.

Camp members will enjoy individual and team competitive events such as e-Learning courses, FileSite Adventure Training, and FileSite deployment.

Stay tuned, more info to follow...

Camp Sites:
Austin All Stars, Dallas Dynamites, Denver Daredevils, Houston Heavyweights, Los Angeles Lightning Bolts, Minneapolis Musketeers, New York Knights, San Antonio Special Forces, St. Louis Spitfires and Washington Warriors

Camp Dates:
Aug 7 - Sept 7, 2007

Austin All Stars

Dallas Dynamites

Denver Daredevils

Houston Heavyweights

Los Angeles Lightning Bolts

Minneapolis Musketeers

New York Knights

San Antonio Special Forces

St. Louis Spitfires

Washington Warriors

Support Planning:
The Sky *Might* Be Falling

Average Tickets Per User Per Month

- Pre-Conversion: 2.00
- Conversion: 2.85
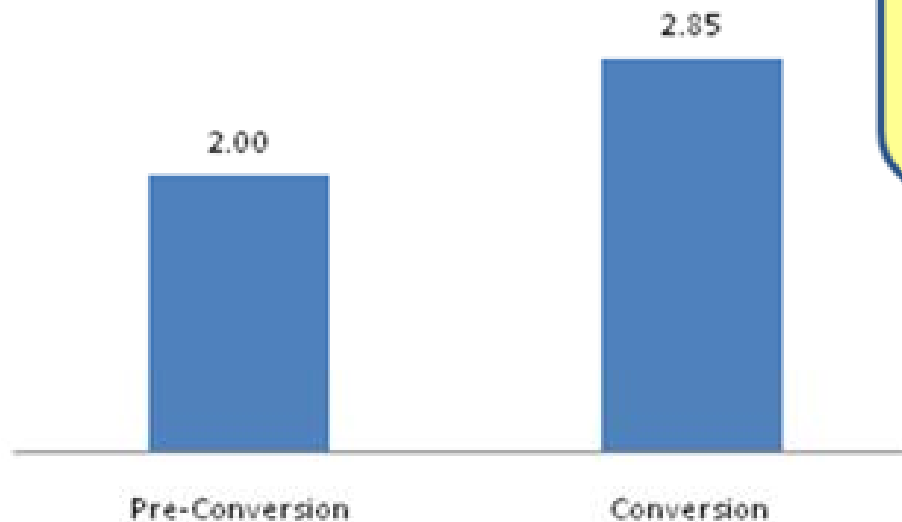
Volume increases 42.5%

It's Like A Marriage?

- Long term relationship
- Provide the Firm's vision and mission for IT
- Sense of Firm culture
- Open to new ideas
- Be available
- Communication
- Reasonable Goals
- Stay Involved

i/+^ 2010
strategic
unity

Q&A