

Lessons Learned Summary – Installation

Summary:

- Difference on opinion on times of deployment, different times suit different users, have amended to end of day for future rollouts
- Cannot accommodate people installing for themselves as a 'push' of software reaches more users and will line up to the timeline for the project
- Windows updates need to be completed prior to install
- Quick install times overall
- Outstanding questions on the online apps/mobile working

Not upgraded because on a Ship at the time, need to give opportunity for people to feed back if they will be on Ship

Quick install! 10 mins and didn't even notice

Just worked and was easy

Windows update was slow. Can we ensure windows updates are done before hand

Can we request an install and schedule it? (pull rather than push) concern around people actually doing it – could give a two week window to pull and then if they haven't we could push – timelines wouldn't allow.

Install at wrong time – too early/too late – no one time fits all

Thought we were getting outlook as didn't read the comms, should be told to set Lotus notes as default – comms amended

Didn't get the prompt that the comms said that I would.

Upgraded fine from 2007 to 365 but when restarted, still had shortcuts for 2007. 365 apps were not visible in menu until I deleted 2007 apps. Maybe tips for other 2007 users

Microsoft online says you can download for other devices, what is the company policy on that? Any device, anywhere hasn't been defined yet.

It installed one drive when it shouldn't have, have been able to save to one drive

Lessons Learned Summary – Communications

Summary:

- Add into communications that people should do office upgrades ahead of time
- Invite to training too short notice
- Copies of email comms to be put on Insider
- Need to highlight preparing to upgrade – what things you might lose
- Need to advise what to do with Outlook and Teams
- Need to advise that it tries to save to One Drive but this isn't working
- Need to give background as to why Teams has been picked over Zoom and the benefits

Feedback that the comms were good and well received

Needed to make sure that people understood that they would likely have windows updates to do as this took a long time.

Could we make more of the Insider as a 'one stop shop' for all communication? Don't always get to read emails so it would be useful if the information that's sent out on email is also on the Insider

We need to make sure people understand the benefits of the tools that we are getting and why the company has decided to pick Teams over continuing to use Zoom as an example

Wasn't clear from the comms whether we should be turning off One Drive and Teams as people will do different things so what is the direction? Will there be a prompt to log in as this will be confusing for people

Make the PDF document more prominent, consider putting in the body of the email

It tries to default save to One Drive even though it's not working we should call this out as could cause confusion to users

Needs to be clearer that you should change your default email to Lotus Notes

The follow up tips document was useful but it would have been more useful to have a 'preparing to upgrade' document that would highlight the things you might lose or things you could do ahead of time

The timing of the comms was fine however, the training invite was too close to the event so many people not able to attend as their diary is already busy

Lessons Learned Summary – Training Support

Summary:

- Need to focus more on the basics more, was too advanced
- Needs to be an hour session
- Send guides out first in advance of session
- Compatibility items was really useful to know
- Close down tangent conversations to remain focussed on material
- Quick guides are preferred
- Screenshots within guides, could embed videos
- Any device not covered

Give confidence that it's not masses of change, should send guide out ahead of the session

Pre-go live training session was brilliant!

The session was too advanced, we need to go back to basics with simple tips and tricks

It's good to show different versions and tell you how it's different and where things can be found now

Plenty of helpful pages of Microsoft help

Could we have access to guides ahead of the training sessions so have a chance to review

Compatibility items was really useful to understand

Preference to quick guides not videos

Basic knowledge in Word, Excel, Powerpoint should be known as these are existing tools

Can find videos for ourselves can we invest in a different medium

Could embed videos within the quick start guides

There is little change from the old version of Office, the training was good but spent time showing power apps which was a bit niche, X lookup has wider use and that wasn't shown. Need to shut down tangent conversations

Session wasn't long enough it needs to be an hour minimum

Link needs to be visible from drop down on Insider

Should we be using our carnival account to log on to 365 on any device?