

# 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

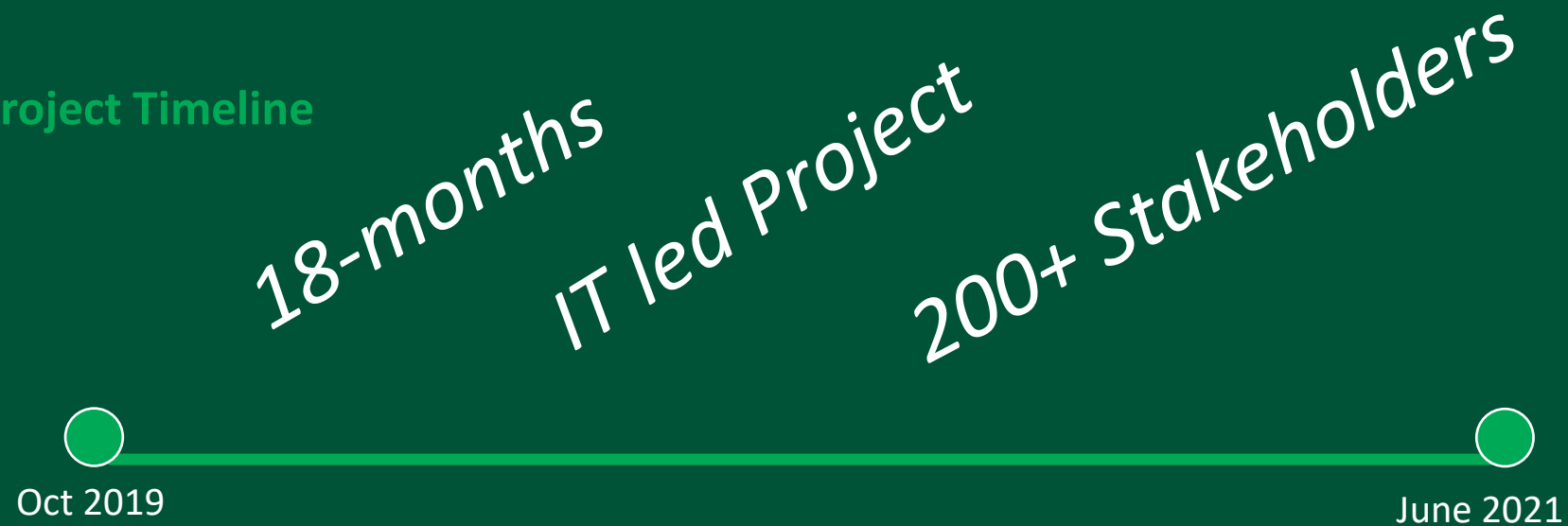
Migrate 1TB of content from SharePoint 2010 to SharePoint Online due to size limitations, operational risk and end of extended support of the current solution.

## UL's IT Strategy - UL Enable I

UL:  
ITD &  
Steering  
Committee

Vendor: Central  
Solutions

## Project Timeline



## 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?

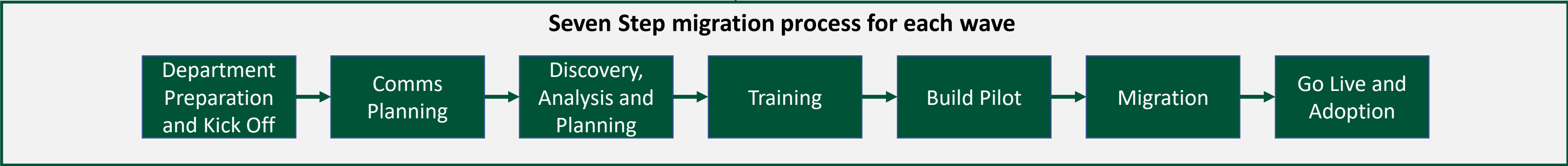
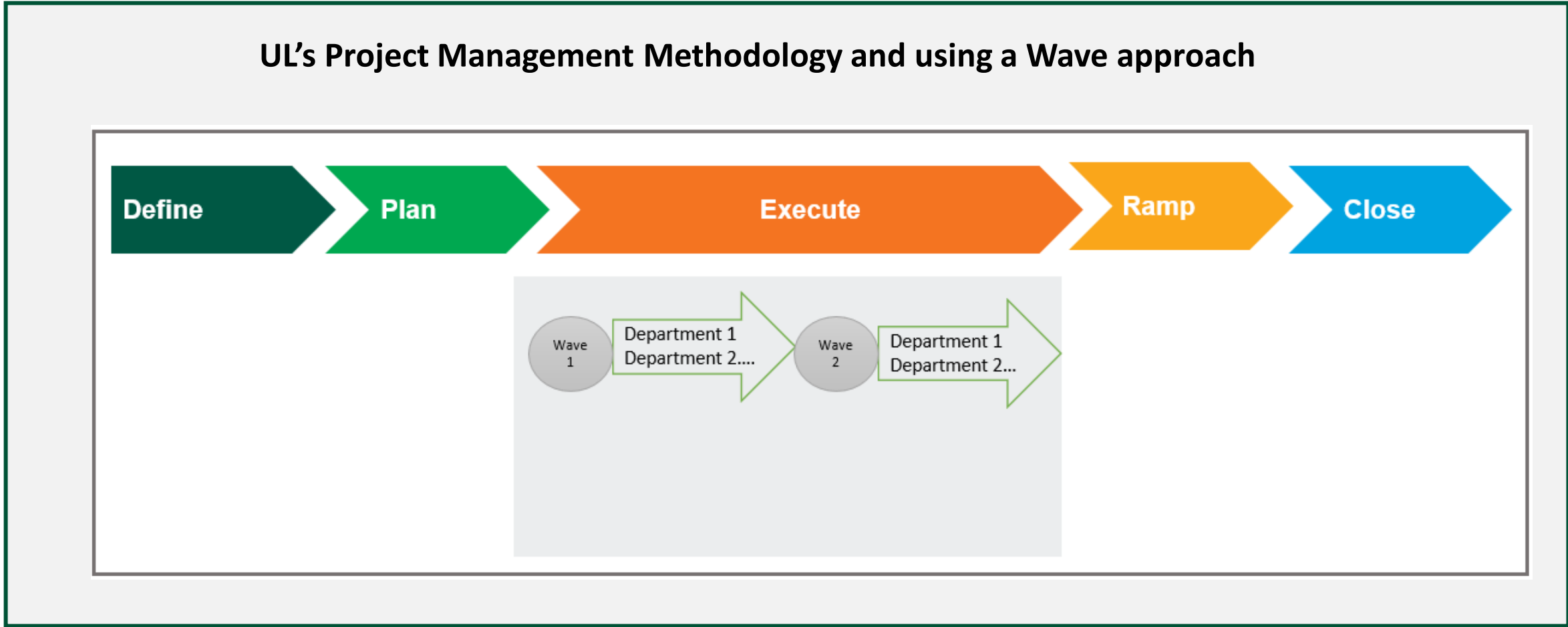




# Step 1) How to engage with 200+ Stakeholders?



# Step 2) Planning & Collaboration





# Step 3 ) Manage Expectations

Launching a new technology is more than a technical migration

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Expectations & Resistance which we needed to address

Resource challenges

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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

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

Managing Expectations

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

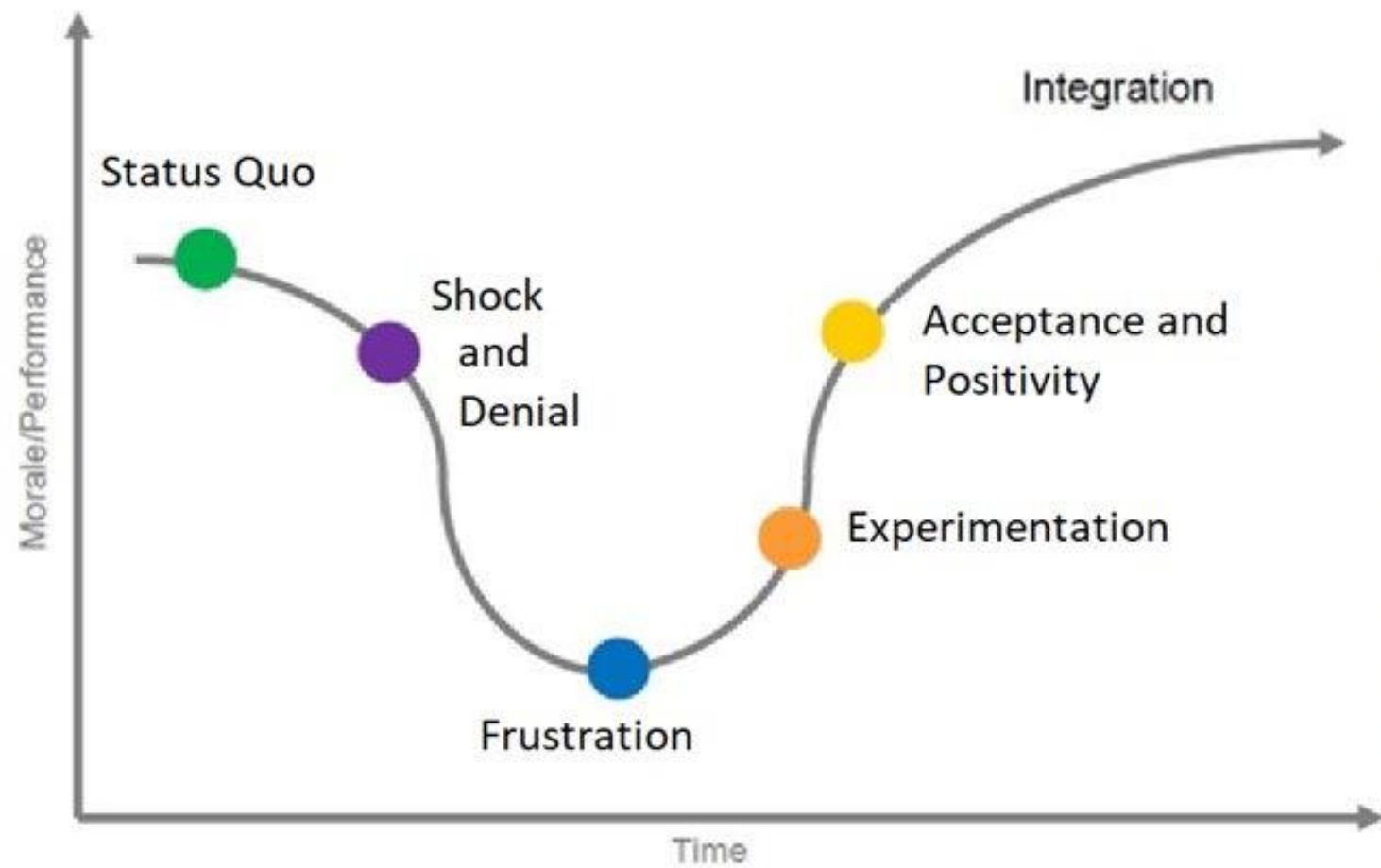
Training and Support

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

# Step 4) Change Management

## How People Respond to Change



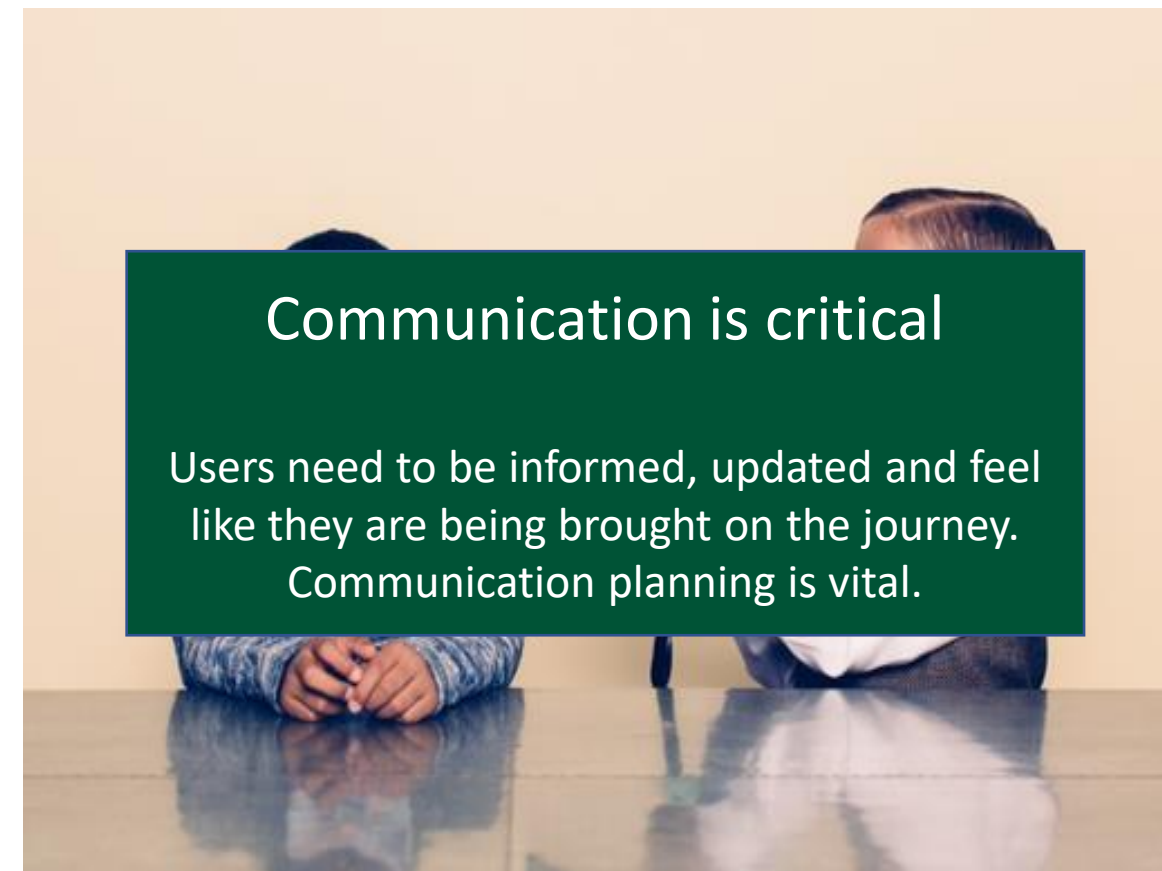
Change Management involves:

- **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...

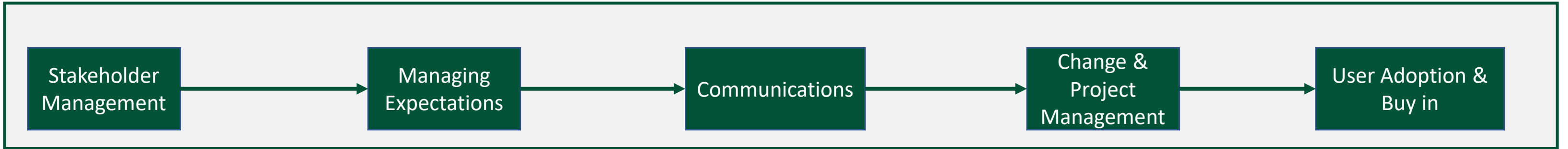


Just like eating an elephant.....

.....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
- 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.







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**Thank you**

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