

Based on our experience of rolling out productivity and collaboration tools like Office 365 we believe there are four key success factors to drive successful adoption:

It must be businesses driven and user relevant

- Show clear leadership from within each business function
- Utilise a network of committed Change Champions
- Showcase great examples to engage the wider community
- Focus adoption on the individual, not the technology



Strong governance is essential with clear change accountability

- Be clear on the accountabilities of various stakeholders e.g. programme change team and Change Champions in defining, driving and measuring adoption
- Ensure change and adoption has sufficient voice in existing governance fora e.g. Steering Groups.



Adoption needs to be managed through multiple change approaches

- Recognise this represents a significant mind-set change for many; the basics need to be explained simply – several times...
- Be specific about use cases – e.g. for particular pain points
- Be clear if any decommissioning deadlines are driving the business case- use 'stick' and 'carrot'
- Use face to face presence (Champions) to build trust in the underpinning technology and help users to self-initiate uptake
- Highlight those 'killer' user benefits and the big wins for example:



- Skype for Business for voice, audio, video and messaging
- Power Pivot and excel online for improvement analysis
- OneDrive for access to files from any location and device
- Power BI for 'fingertip' analytics and visualisation

KPIs to link to the benefits case and cover both business and programme

- Link back to the original business case and align to desired benefits
- Ensure the business measures adoption and perceived (or tangible) benefits using agreed metrics/KPIs
- Focus programme metrics on the technical delivery, core user training and deployment
- Align reporting around a unified dashboard
- Leverage Office 365 reporting where possible

