Better user adoption begins with discovery

Over two half-day sessions we'll investigate your conferencing deployment and user experience, explore current usage levels and undertake a gap analysis to reveal why there has been low adoption of the technology. This includes identifying and capturing use cases and determining how conferencing value can be measured.

Session 1: Change management

- examine high-level business case required to 'sell' the project internally
- overview of current and planned UC deployment
- overview of user populations (cohorts, roles, geographic spread)
- understand current user experience and behaviours
- review how learning material and training is accessed and new starters provisioned
- capture value-generating use cases
- determine if the value and benefits of deploying UC technology are being measured
- discussion of the UC journey in terms of challenges, benefits, risks and the role of adoption resources in ensuring successful implementation
- discuss why success isn't ultimately about the technology but rather how to change behaviour to create business advantage.

Suggested attendees

Note: one person may represent more than one role.

- internal comms lead – to understand comms channels, content, tone of voice, delivery mechanisms, responsibilities etc
- HR lead – who can discuss culture change efforts, user engagement, staff development
- business case owner – responsible for budget and ROI
- IT/change project manager – for overall planning.

Session 2: Service delivery

- overview of current service delivery processes
- understand current UC reporting and billing mechanisms
- assess adoption impact of available functionality and settings
- deep-dive on user devices (laptop, mobile, headsets, webcams, BYOD, etc)
- deep-dive on technical landscape (domains, networks, Wi-Fi, VPN, AD, operating systems, etc)
- overview of software deployment processes
- overview of break/fix Service Desk processes.

Suggested attendees

- IT/change project manager
- IT service desk lead – responsible for new service acceptance into service desk agent community
- IT desktop services lead – to provide details of desktop real estate, AD and software deployment processes
- service owner(s) – nominated UC service owners
- IT reporting analyst – ideally someone who can provide usage reporting and billing data of existing conferencing services.

Outcome: a complete guide on how to deliver high adoption.

- executive summary
- key observations
- recommendations
- use case analysis
- governance plan
- adoption gap analysis
- high level adoption plan
- commercial proposal for adoption services.

What could our Discovery Workshop do for you?

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