

Office 2003

Project Lessons Learned

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Product or Process: Office 2003

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Lessons learned purpose and objectives

The purpose of this document is to highlight the successful and ineffective parts of the Office 2003 migration. This lessons learned will assist management in improving policies and processes for upcoming projects that will affect our customers. Additionally, this document will help in enhancing the customer experience and satisfaction.

The objective is gathering all relevant information for better planning of later project stages and future projects, improving implementation of new projects, and preventing or minimizing risks for future projects.

Lessons learned questions

What worked well?
1. Training plan
2. MSI packaging
3. The actual MS Office 2003 product
4. It was 100% completed.
5. The pilots
6. Pre-Migration communication
7. Pilot group feedback
8. Custom-developed applications
9. Desktop support/Floor walkers
10. Internal day-to-day communication
11. Teamwork
12. Testing
13. Customer understanding
14. Post-launch response

What could have been done differently?

1. Deployed in small groups
2. Scheduling (i.e. different time period)
3. Cross-office communication about scheduling
4. Weekend deployment
5. Better communication to floor walkers
6. Pre-empted communication
7. Pilot group by business function than team
8. Deployed on DevNet before OpenNet
9. Required training
10. More rigid testing of GOTS and macros
11. Rollback option if failure
12. Alternatives
13. Decision-making process and criteria (i.e. time, size)
14. Communication to managers in emergency
15. Clearer guidelines and commitment of the pilot users
16. More rigid testing of COTS
17. Identify power users and potential workgroups
18. Stronger reliance on PM's intuition
19. Emergency coordination
20. Testing of COTS integration
21. More funding
22. Cost tracking
23. Testing of critical processes
24. Use of communication devices
25. Lessons learned from sister offices
26. Develop thorough project plan, including dependencies and external factors
27. Follow project plan schedule and be notified of changes

What surprises did the team have to deal with?

1. Scheduled server reboot
2. Upgrading to larger group would cause increase risks
3. Unhappy IIPers
4. Macros weren't fully tested
5. SAV scanning running on all workstations
6. NIC performance
7. Worst-case scenarios and response
8. Increase risks due to decision to expand
9. Lack of reading broadcasts by users
10. IIP and ECA have different core working hours
11. Number of affected telecommuters
12. Lack of Contingency planning
13. Impact on ONE interface
14. Recreate ONE profiles
15. Communicated when and how on ONE