A BRAVE NEW WORLD

Preparing for the Impact of Digital Workplace

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So you are thinking about deploying a Digital Workplace

What is digital workplace

A digital workplace consists of a digital suite of well governed information management tools, communication technologies, and enterprise social networks that support users to deliver on the goals and objectives of the organisation

It is also …….

A change in the mindset of an organisation. It's a culture shift.

An understanding that the way we work today is different to how we worked before, and that difference is driven by the evolution of technologies.

Reliant on technology but supported by people and improved processes, and governed by a set of policies and procedures

About how technology is transforming the type of work staff perform, as well as where and how work gets done

Preparing for Change

Key Questions

How will it impact users daily tasks

How will it impact RM/IM staff

How will it impact process

How will it impact management

How will it impact service delivery

During the project

- You have people
- You have budget
- You have support
- You have additional skills available

Post project

- Reduced resources
- Reduced support
- Reduced budget

PLAN FOR BAU EARLY ON IN THE PROJECT

- Operating Model
- Ongoing Budget
- Ongoing Resourcing
- Additional Equipment
- Specialised Assistance

An EARLY START is a SMART START

DEVELOP A GOVERNANCE FRAMEWORK

- Strategic Plan
- Policy and Procedures review or development
- Identify and Mitigate Risks
- Decision Making group
- Issue Resolution

Governance

Establish Strategic Direction

Ensure Compliance With Policies, Standards & Procedures
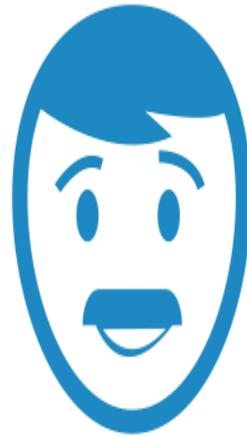
Execute Strategy & Manage Risks
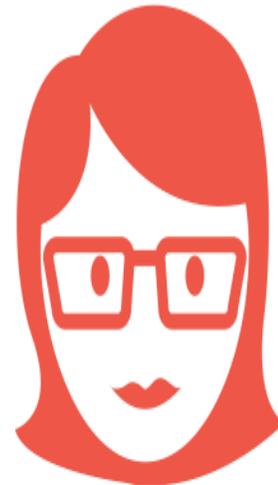
IDENTIFY ROLES AND RESPONSIBILITIES

- What are the key tasks to be undertaken

- Who is the technical owner

- Who is the RM/IM owner

- Who is the Comms owner

- Are there other stakeholders and what is their role

- Who will deliver training, comms and change in BAU
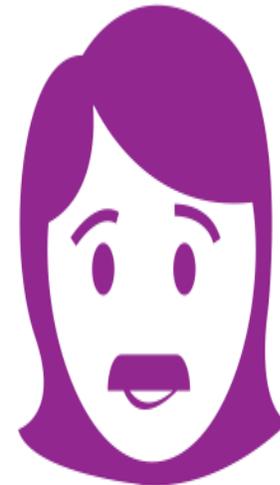
- What are the overlaps

User   Approver   Publisher   Publisher + Approver   Admin

IDENTIFY SKILLS GAPS

- What do the team need to know to be advisors
- What technical knowledge is necessary
- What RM knowledge is necessary
- Are some staff better suited to other tasks
- Upskill or Recruit

BUILD IM CAPABILITY BACK INTO THE BUSINESS

- Identify super users and information champions early on

- Provide additional support and training for this group

- Devolve responsibility to the business via this group

- Let the business do the doing in a managed way – they understand their content best
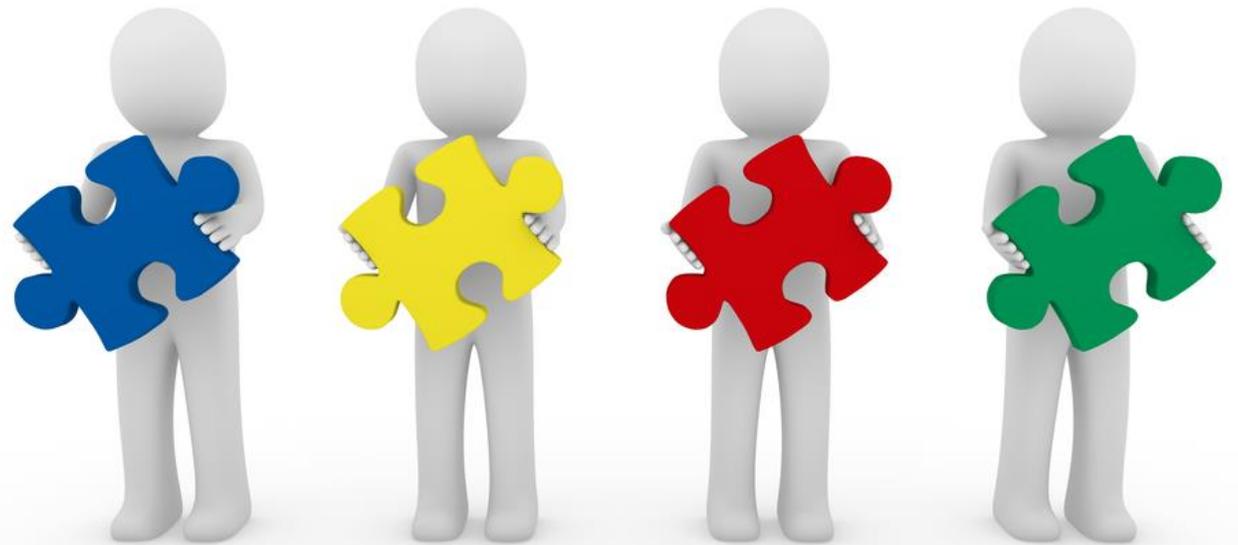
IDENTIFY THAT CONTINOUS CHANGE AND IMPROVEMENT IS BAU

- Identify to Stakeholders upfront that this is an ongoing initiative not one that finishes at go live

- Continue looking at processes and improving how the tool set best supports the business

- Look for new opportunities to leverage the investment

- Continue a change management, communications and training programme

In summary

- Plan for BAU as a project task
- Develop a Governance Framework
- Identify roles and responsibilities
- Identify skill gaps – upskill or recruit
- Build Capability back into the business
- Continuous change and improvement is BAU