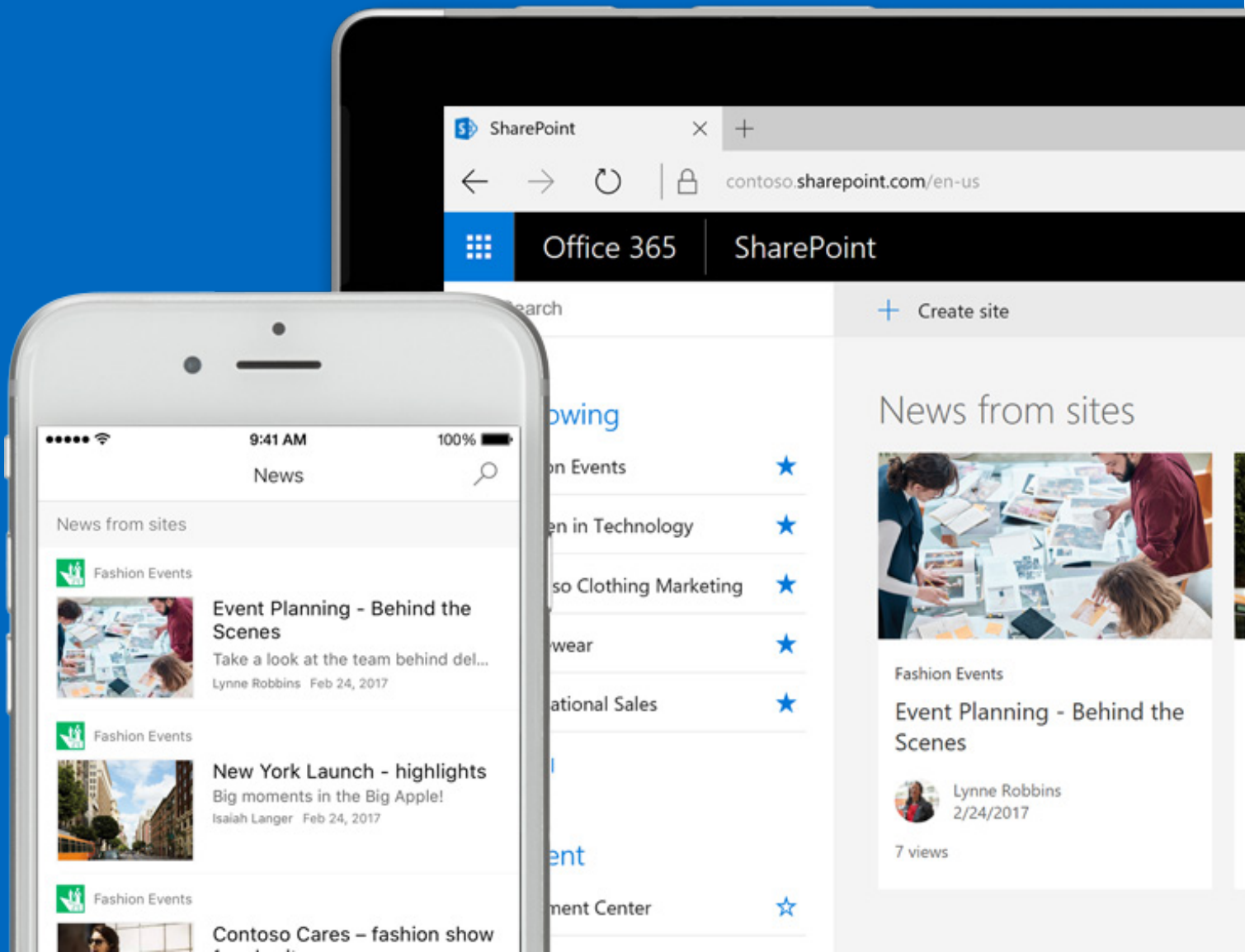




6 Keys to SharePoint User Adoption

<http://www.dmcinfo.com>



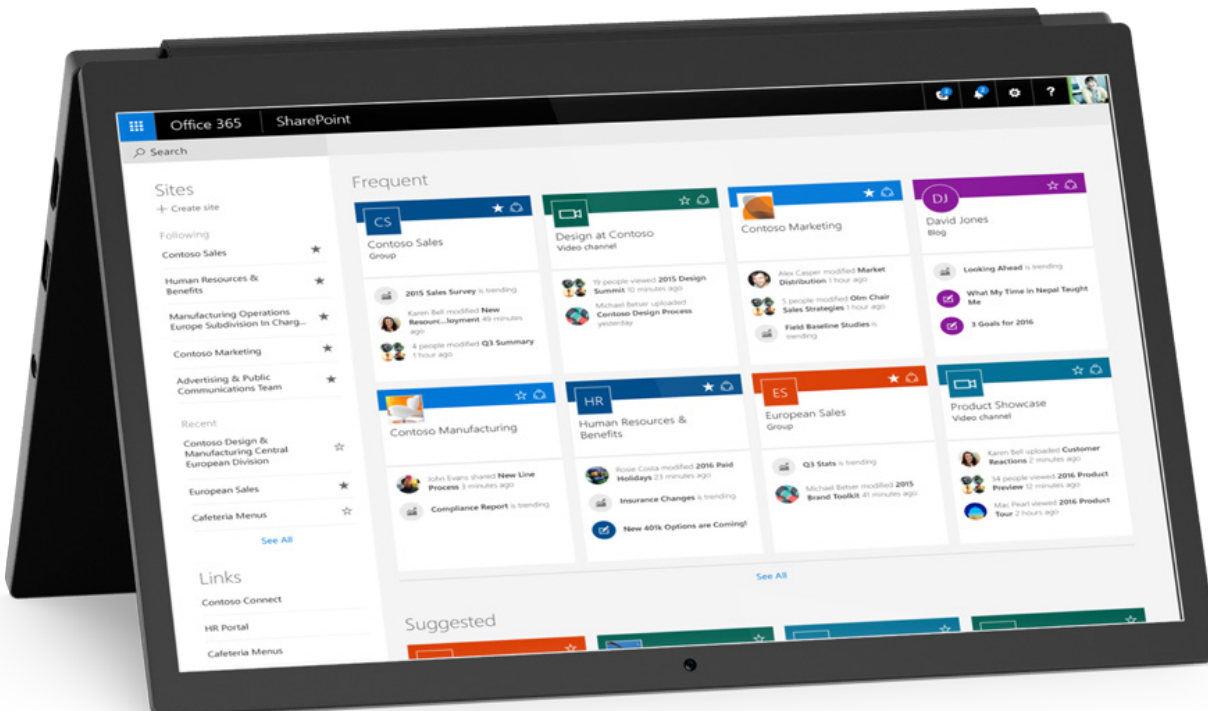
6 Keys To SharePoint User Adoption

The key to SharePoint success has nothing to do with workflows or customizations. The most critical aspect of implementing this powerful tool is SharePoint user adoption.

Organizations can get started on the right foot by planning around user adoption upfront. When leadership across the company is aligned, rolling SharePoint out to the entire organization can be a breeze.

If your organization forgoes training, it's almost impossible to recover. What types of content are we going to save here? Who manages this thing? How do I search? Where does this go? Employees will be confused and your inbox will be chaos.

DMC has compiled our best practices for user adoption from years of implementing SharePoint. Ensure your SharePoint investment is a success by addressing the following end user adoption advice.



1

Don't Do Everything at Once



A successful SharePoint implementation will change the way people work. Change is good, but it can be difficult for organizations of any size to absorb. Ensure that your IT department is ready to support a successful rollout.

Create a Human Resources site to post key benefit forms and links to providers.

Start your SharePoint implementation with something simple that provides value. A common first phase is to use SharePoint as an intranet. The organization can post policies, SOPs, a contact directory, company calendar, and general announcements.

The next phase can include adding other department sites. Provide a central location for each department to post, share, and collaborate on documents. This offers employees the benefit of version control and the ability for multiple authors to edit the same document at the same time.

“SharePoint leads to lots of employee questions because it causes change.”

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Next, the fun begins by adding true value to the organization through workflow. Pick specific processes to redesign, add structure to them, and execute this consistently. You can supplement this with dashboards to measure the health of business processes using data from SharePoint and other systems. Power BI is a cost-effective tool for creating dashboards.

Implement workflows for new employee onboarding, expense report approval, or capital requests.

Identify goals for each phase of your organization's SharePoint implementation.

Phase 1 - Intranet

Phase 2 - Department sites

Phase 3 - Workflows

2

Use Department Champions to Train Your End Users



If your boss is using the new tool, you are more likely to use it too. Identify leaders within each department to lead the SharePoint adoption by example. Employees will be more likely to ask for help from someone they know. It's important to provide department champions with extra training.

“Employees are more comfortable asking for support from someone they work with on a regular basis.”

Identify SharePoint champions for each department.

Operations

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Sales

Finance

Human Resources

Blank

Blank

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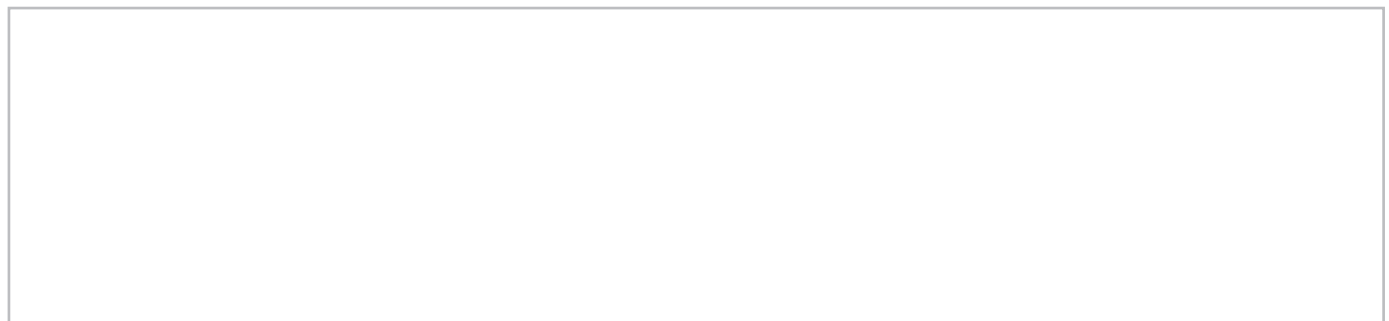
3

Facilitate Idea Sharing Between Departments



Build on the concept of department champions and create a regular forum for them to compare notes. Meeting on a regular basis to share successes and failures, helps spread success among departments. Select a reoccurring time to meet monthly or quarterly. Meetings can be less frequent as time goes on.

Identify a time and place for department champions to compare notes, in person or virtually.



4

Collect End User Feedback and Evaluate Improvement Ideas Regularly



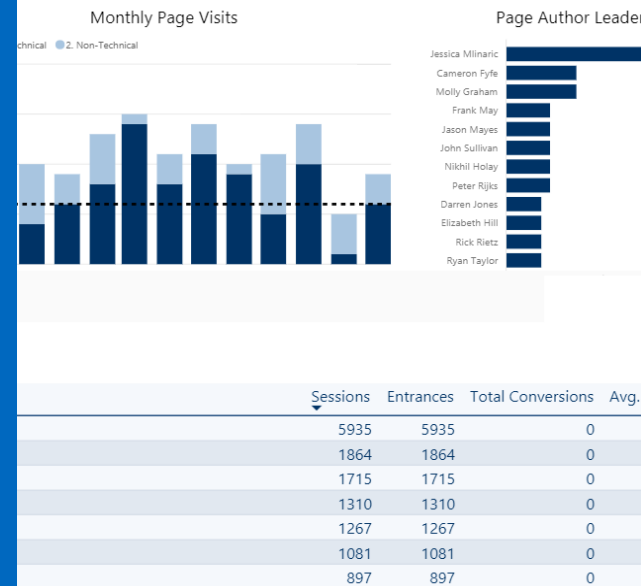
It's Important to give team members a way to share their thoughts and concerns. Implement lunchtime feedback sessions or a suggestion box.

“Employees should know who in the organization to share their SharePoint feedback with”

How will you encourage employees to share their feedback regarding SharePoint?

5

Study Usage Analytics



It's helpful to ask individuals their thoughts about SharePoint, but it's much better to have data to determine how people are using it. Based on the data, targeted content, navigation, and training enhancements can be applied to improve SharePoint's usability.

Collect data to analyze SharePoint usage.

- Most visited pages
- Least visited pages
- Time to access pages
- Top contributors

"It's almost impossible to know if SharePoint is successful or not simply based on anecdotal evidence."

6

Provide Carrots For Users



If you want people to invest time in using a tool like SharePoint, they need to know there's something in it for them. Provide valuable content in SharePoint to motivate users to engage with the system.

- Search - SharePoint search is amazing. It can index every word in every document as well as the content of lists, libraries, and wikis. It's an instant search with an ability to filter content so users find what they're looking for quickly.
- Dashboards - People like to know what they do is making a difference. Dashboards provide an easy way to measure and share how a group within the organization is performing.
- Communications - Company leaders should post regular content about its status, strategic direction, or interesting news. This can help improve communication between the top level of the organization and all employees.

What are some “carrots” your organization can implement to encourage users to engage with SharePoint?

6 Keys To SharePoint User Adoption

- Having remote access to critical documents and info
- Adding structure to a business process so everyone on the team performs their work the same way
- Having a central place to track and manage team tasks and significantly cut down on email

Dashboards

Routinely-used document

News

Next Steps

SharePoint is a powerful tool, but it won't be successful without user adoption. Address user adoption in the beginning stages of planning prior to launch and involve leaders from each department to improve the quality of your SharePoint rollout. If your organization needs help getting started with (or restarting) a SharePoint implementation contact DMC. We'd love to help!



About DMC

DMC is a project-based engineering firm focused on software development and control systems. We develop and implement solutions for a wide range of industries using a variety of technologies and platforms. DMC has succeeded in helping hundreds of clients increase efficiency and productivity by delivering world-class solutions throughout the globe.

DMC excels at helping clients automate processes. Our Consulting Services team is comprised of experienced business and technology consultants focused solely on using Microsoft tools to help you improve business processes.



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