

# Office 2007 Migration Assurance Program Readiness Checklist/Project Timeline

PC Helps Migration Readiness Checklist and project timeline will help provide a stable end-user environment throughout the migration which is significant to successful adoption and early ROI. Keeping end-users informed and trained before, during and after deployment will minimize or eliminate drops in productivity levels and allow end-users to maintain confidence with the tools they rely on everyday.



## pchelps involvement

Before      During      After

Communication & Education		Before	During	After
<input checked="" type="checkbox"/>	Educate end-users on “what’s to come” via email, newsletter, Intranet	X		
<input checked="" type="checkbox"/>	End-user education campaign: Immediate, live, expert training and support will be available throughout all phases of deployment	X	X	X
<input checked="" type="checkbox"/>	Self-service portal with 1,000+ Office 2007 audio/visual shows	X	X	X
<input checked="" type="checkbox"/>	Provide 30-minute, instructor-led, Internet-based training: Getting Productive with Office 2007, Word, Excel, Outlook, and more	X	X	X
<input checked="" type="checkbox"/>	Alter VRU script to address specific migration calls	X		
<input checked="" type="checkbox"/>	Train Internal IT staff on basic, intermediate, and advanced Office 2007 frequently asked questions: Office 2007 Call Complexity/FAQ	X		
Launch: Live Support, Awareness, & Training				
<input checked="" type="checkbox"/>	Provide immediate, live, expert support on Office 2007 applications 24 hours a day, 7 days a week		X	
<input checked="" type="checkbox"/>	Deliver Type 2 and Related Topic training to all end-users during and following support calls		X	
<input checked="" type="checkbox"/>	Offer on-going, live, web-based application-specific training sessions: Excel, Word, PowerPoint, Outlook; beginner, intermediate, and advanced. Select group, individual or customized sessions		X	X
<input checked="" type="checkbox"/>	Access to self-service learning portal containing hundreds of Office 2007 audio and visual tutorials	X	X	X
Qualitative & Quantitative Metrics				
<input checked="" type="checkbox"/>	Solution-based call details, productivity measures			X
<input checked="" type="checkbox"/>	Call analysis identifying targeted training needs			X
<input checked="" type="checkbox"/>	Quality Assurance Program measuring end-user satisfaction and call complexity reporting and downtime analysis			X
<input checked="" type="checkbox"/>	Monthly eNewsletter featuring Office 2007 tips, tricks, and shortcuts			X

