

Office 365 Change Management and Adoption Checklist

Pre-launch / Pilot Phase

Identify pilot members and champions

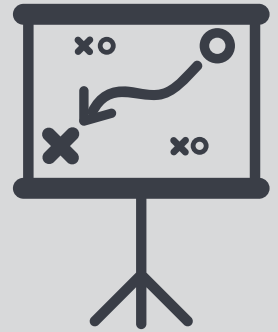
Circulate a baseline survey on pilot members' and champions' experience with, or perceptions of, Office 365 prior to account activation

Host a Skype event to train pilot members and champions with how-to guides they can reference later

Begin an internal email campaign introducing Office 365 to general staff

Generate buzz by making announcements that "Office 365 is coming" on your company portal and in physical offices with posters and flyers.

Release surveys at the half-way point and at the end of the pilot phase to gather feedback on pilot members' and champions' experiences thus far, and fine tune activities based on this feedback prior to general launch



Office 365 Launch Phase

Introduce the training plan early on, so employee anxiety about change will be minimized

Host activities like a Lunch and Learn to introduce Office 365 to all staff

Arm managers with information about who to contact if their teams have questions

Identify Champions who can help within their departments

Circulate a baseline survey before users' accounts are activated to gather data about their familiarity with Office 365

Distribute information on "quick wins" in order to capitalize on excitement and momentum



Post-launch Phase

Communicate policies and best practices so users are aware of corporate guidelines

Train, train, train! This is where that extensive training plan you've devised will be critical

After 30 days, release a survey to get feedback on employees' experiences with Office 365 thus far

Tell and retell. Then tell again. Communication is vital and needs to be an ongoing effort from you and all others involved in orchestrating the change

