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Kenneth Lo, PMP

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# CREATING MASSIVE USER ADOPTION FOR SHAREPOINT

HONG KONG SHAREPOINT CONFERENCE  
11 NOVEMBER 2011, HONG KONG



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# SCOPE

- Level 100
  - Business Decision Makers
  - Technical Managers
  - Trainers
  - End Users



# BIOS

- Kenneth Lo, PMP
- Principal Consultant
- SharePoint | Mobile | Social Media
- @klopmp



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# AGENDA

- Planning
- Execution
- Training
- Support
- Smart Practices



# PLANNING



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# PLANNING

- Success Factors
  - Cultures
  - Dynamics
  - Perspectives



# PLANNING

- Sell Solutions, Not Technologies

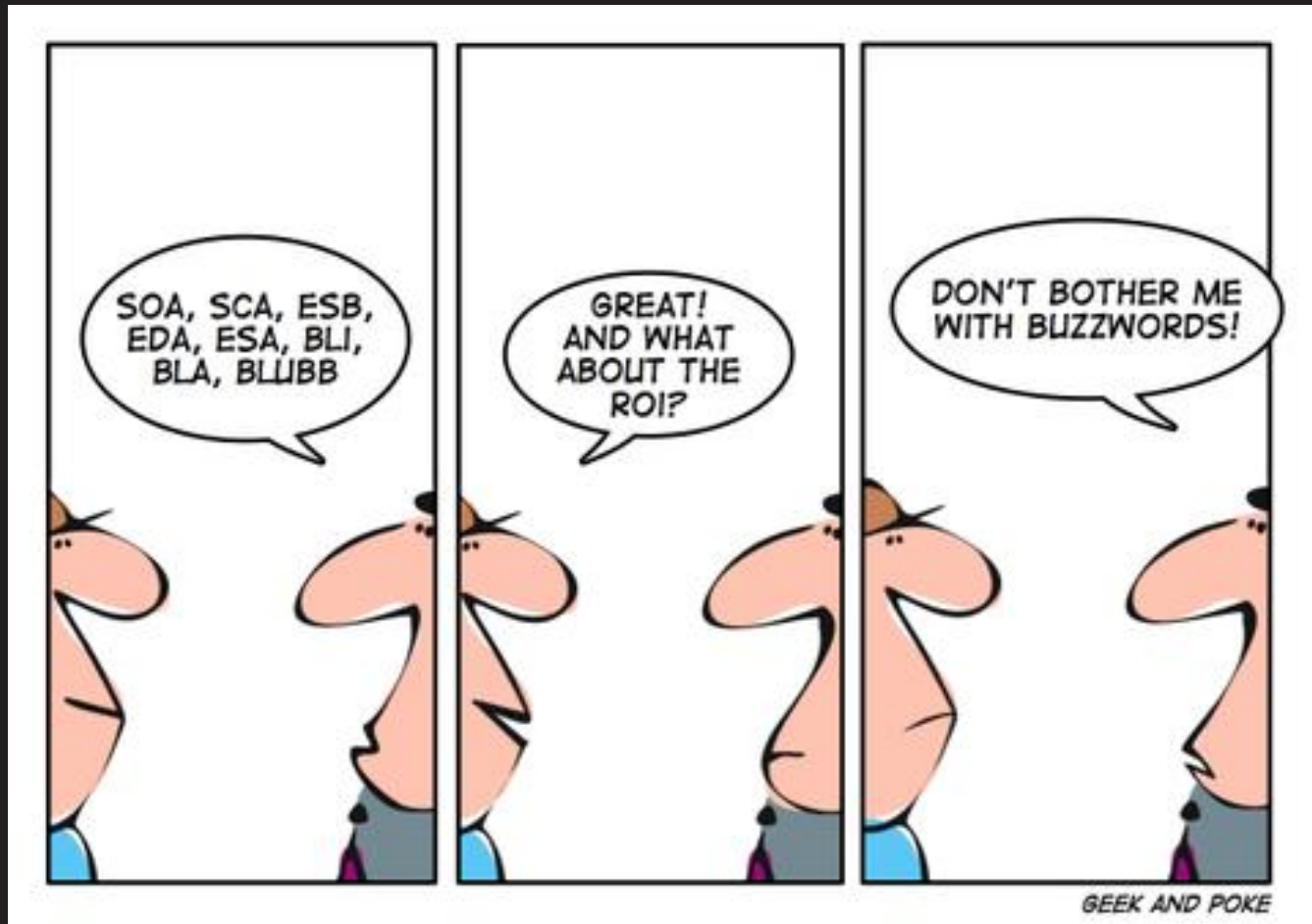


# PLANNING

- Identify Proponents
  - Visibility
  - Urgency
  - Pilots



# PLANNING



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# PLANNING

- Demonstrate Quick ROI
  - Mobilize
  - Consolidate
  - Integrate
  - Democratize



# PLANNING

- Framework



# PLANNING

The screenshot displays a mobile SharePoint interface. At the top, the 'KLOPMP' logo is visible in a blue bar. Below it, the page title is 'Mobile Entrée Base' and the user's name is 'Lo, Kenneth'. The interface is split into two main sections. The left section contains a navigation menu with 'All Sites' at the top, a search bar, and three categories: 'Lists' (with 'KL Calendar', 'KL Expense Report', 'KL Mobile Contacts', and 'KL Project Tasks'), and 'Document Libraries' (with 'KL Shared Documents'). The right section shows the user profile for 'Lo, Kenneth', including a profile picture, job title 'Director of Consulting', business phone '415.KENNETH', email address 'sales@klopmp.com', and notes 'PMP, Public Speaking, SharePoint, Wine, Beer'. At the bottom of the profile section is a 'List Item Actions' button. The footer of the interface reads 'Kenneth Lo, PMP'.

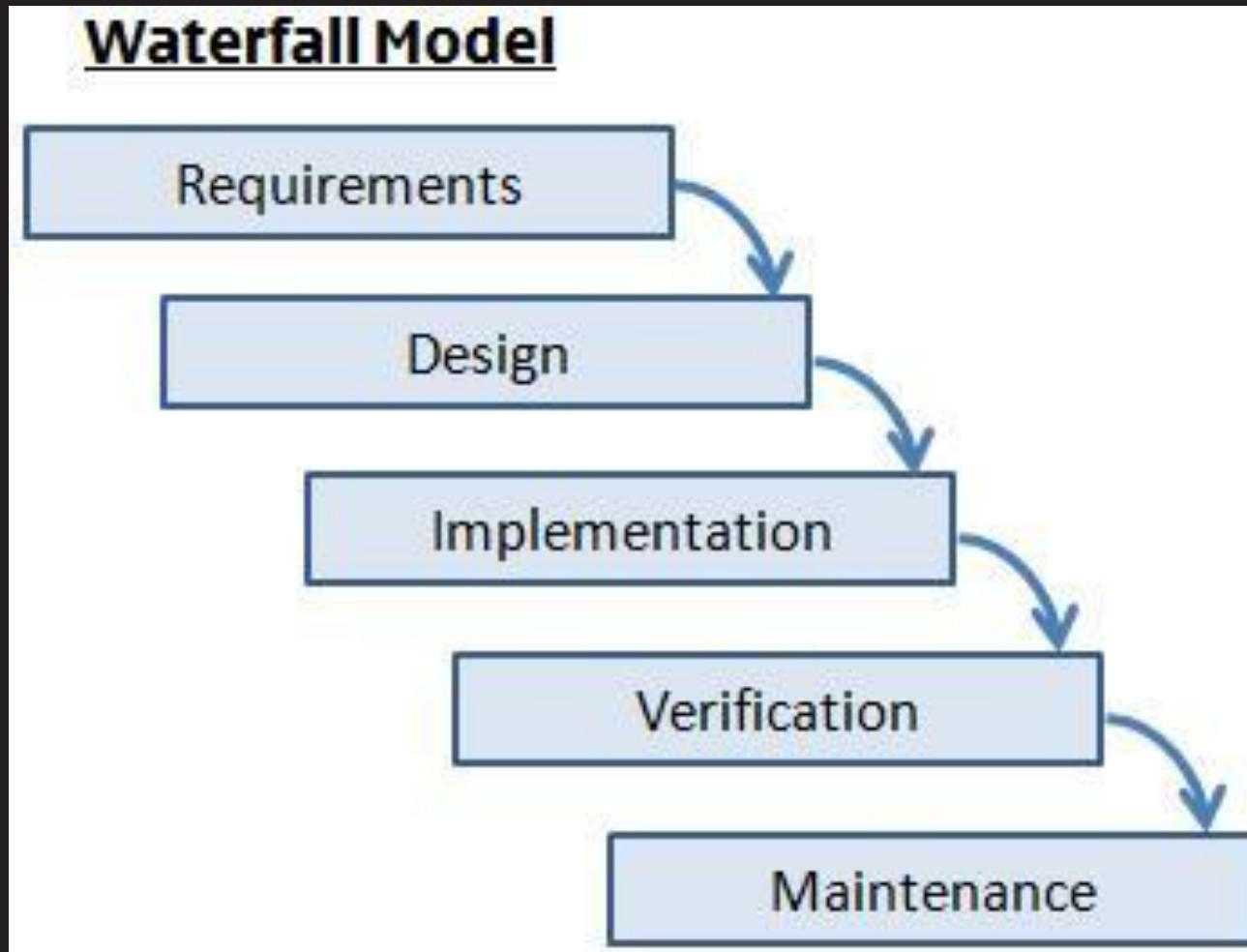


# PLANNING

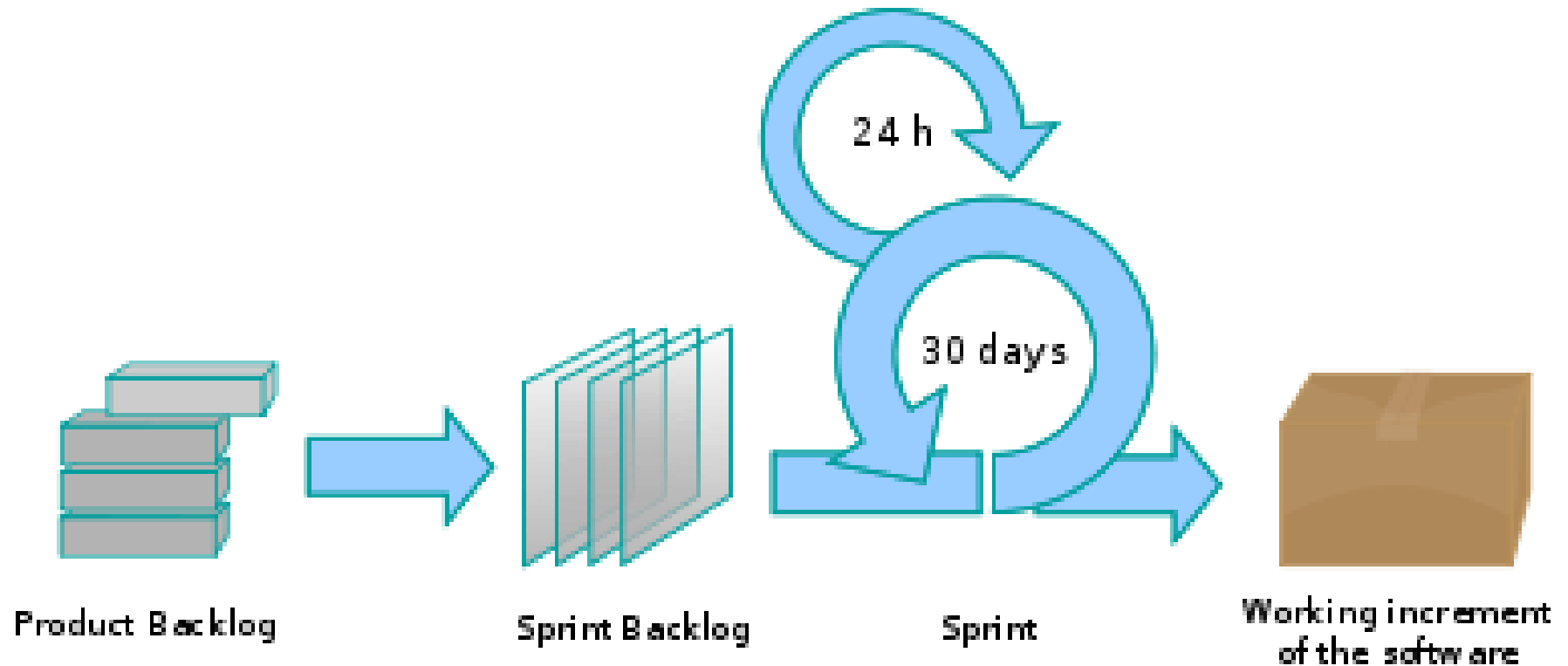
- Project Management
  - Waterfall
  - Agile/Scrum



# PLANNING



# PLANNING



# EXECUTION



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# EXECUTION

- Dream Team – Small Deployment
  - Project Manager
  - Business Analyst
  - Architect
  - Database Administrator
  - System Engineer



# EXECUTION

- Obtain Talents
  - System Integrators
  - Partners
  - Social Media
  - Networking



# EXECUTION



The screenshot shows the Ferrari website interface. At the top left is the Ferrari logo and the text "Ferrari.com". Below this is a navigation menu with the following items: "GT & Sport Cars", "Formula 1", "Ferrari Store", "Ferrari Magazine", and "More". A "Next" section on the left contains three small images, with the first one labeled "Ferrari Formula 1". The main content area features a large image of a red Ferrari California convertible driving on a road. In the top right corner, there is a dark box with the text "Ferrari California" and "Performance with style", along with a "Discover it now" button.

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# EXECUTION

- Control Scope
  - Branding Efforts
  - Native Functionalities
  - SharePoint App ≠ .NET App



# EXECUTION

- Leverage 3rd Party Tools



# EXECUTION

# Deploy now.

## SharePoint Deployment Planning Service

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2010 Deployment Planning  
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# TRAINING



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# TRAINING

- Phased Approach
  - Document
  - Support
  - Authoring
  - Workflow



# TRAINING



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# TRAINING

- Conferences
- User Groups
- SharePoint Saturdays
- Online Training



# TRAINING

- Train by Doing
- Create Early Dependency
- Distribute SharePoint-Only Content
- Iron Fist



# SUPPORT



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# SUPPORT

- Contact Information
- Community of Practice
- Cheat Sheet
- Custom Help



# SMART PRACTICES



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# SMART PRACTICES

- Win Executive Buy-In
- Leverage 3rd Party Tools Appropriately
- Holistic Support Network
- User Communities



# RESOURCES

## Kenneth Lo's Bookmarks

<http://delicious.com/kennethlo/sharepoint>

## SharePoint 2010 Adoption Best Practices White Paper

<http://www.microsoft.com/download/en/details.aspx?id=1288>

## Essential SharePoint 2010 - Jamison, Hanley & Carderelli

<http://amzn.to/cGCy7D>

## Four-Stage SharePoint User Adoption Model – Michael Sampson

<http://sharepoint.microsoft.com/blogs/getthepoint/lists/posts/post.aspx?ID=405>



Q & A

KLOPMP

Need Expert Advice?

Kenneth Lo, PMP

<http://klopmp.com>

<http://klopmp.com/linkedin>

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