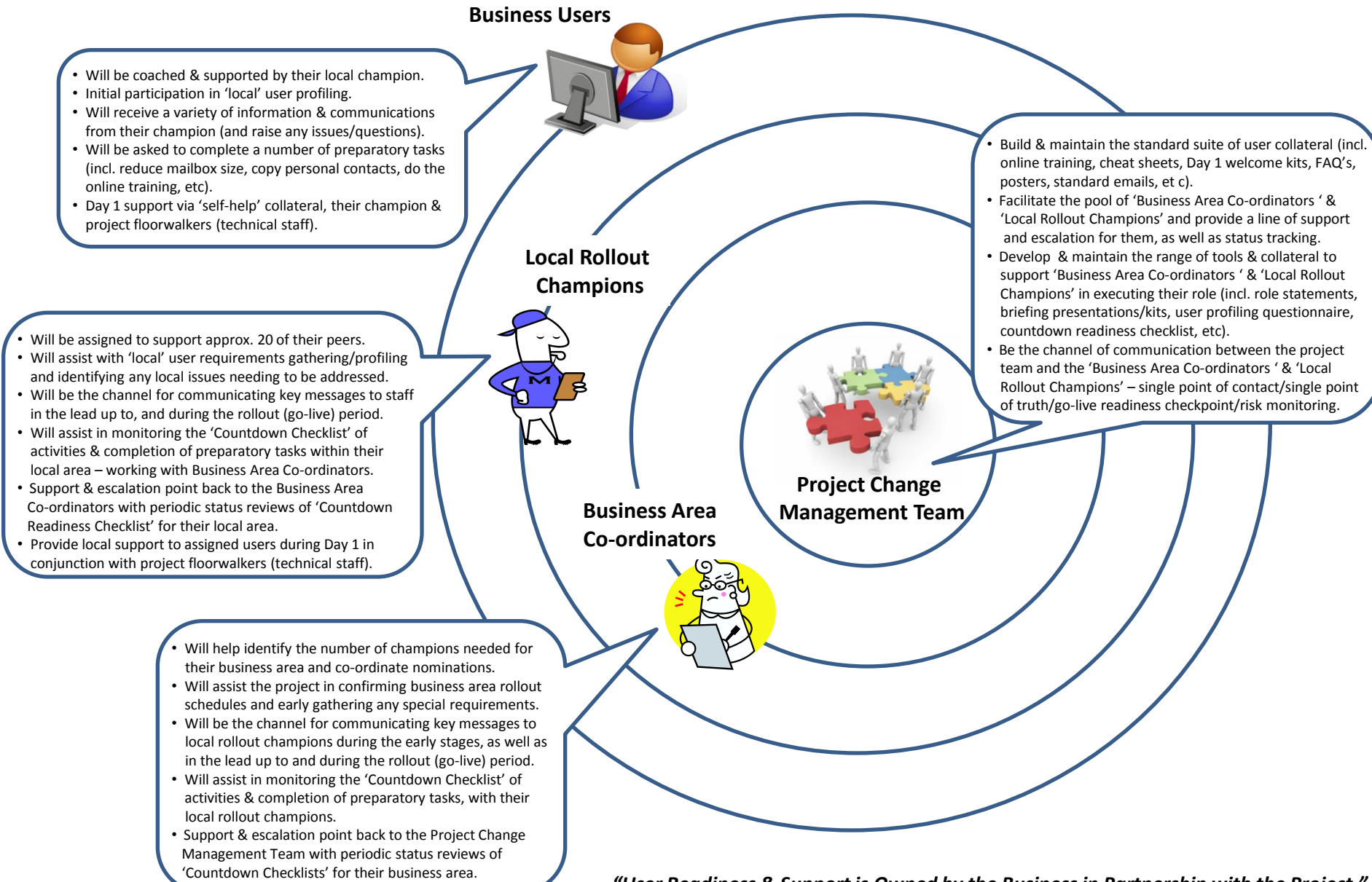




“How We Will Engage, Prepare & Support Users Through The Transition”



“User Readiness & Support is Owned by the Business in Partnership with the Project.”

eMail Migration – Groupwise to Exchange/Outlook 2007

“Key Artefacts & Tools We Will Leverage”



- Online, self-paced training module (approx 20-40 mins).
- Quick Reference Cards – Outlook 2007.
- Day 1 Welcome Kit (incl. Freddo Frog).
- Frequently Asked Questions Handout.
- Cheat Sheets on Specific Topics (ie. Setting Delegations, Viewing Other Mailboxes/Calendars, Off-line folders/Synch, etc).
- Countdown Promotional Wall Posters.
- Extra information posted on Intranet (self-serve).



- Role Statements (incl. time expectations).
- Business Area Co-ordinator Briefing Presentation/Kit.
- Champion Briefing Presentation/Kit.
- User Profile Questionnaire.
- Business Readiness Countdown Checklists.
- Rollout Schedules (Business Area & Locations/Sites) and Countdown Tracker Tool.
- Suite of standard emails in relation to rollout information/announcements/preparatory tasks.
- Training Completion Status Reports (relative to their assigned staff).
- Recognition Shirts, Caps, Badges, Pins.
- Certificates of Appreciation/Thank-you Gifts.

(Subject to consultation/validation with the project & business)