Get Your SharePoint Project Started Right

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Who am I?

- Publishing History
  - Book Author: Contributing to 18 books
- Microsoft MVP: 6 years for SharePoint Portal Server, Commerce Server and Windows Server Networking
- Certifiable: MCSE (NT4 & W2K), MCSA:Security, Server+, Network+, I-Net+, IT Project+, e-Biz+, CDIA+
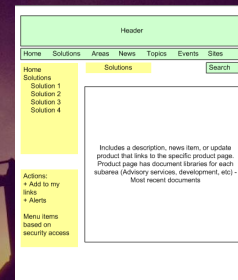- Blogger: http://www.thorprojects.com/blog

Agenda

- Prototyping
- Risks
- Requirements
- Myths
- Keys to Success
- Adoption and Engagement

Prototyping

- Wire Frames
  - Prevents detailed image and color discussion
- SharePoint Sites
  - More flexible but often distracting

Types of SharePoint Projects

- Internet
- Extranet
- Intranet
- Document Management
- Project Management
- Collaboration
- Mini-Application
- Application

Types of Risks

- Bad Expectations
- Poor Terms Definition
- Poor Understanding
- No Compelling Reason
- No Value Proposition
- Tools Syndrome
- No Launch
- Poor Adoption
- Politics
- Culture

Bad Expectations

- It is a silver bullet
- It does more than it does
- It scales to larger volumes than it actually does.

Poor Terms Definition

- Not everyone means the same thing when they say a word.
- Consider the word "Collaboration"

Poor Understanding

- Not realizing how things are connected
- Consider timer and workflow
- Consider search and alerts

No Compelling Reason

- What one thing is going to make them come?
- Hundreds or thousands of small things isn't enough to change behavior

No Value Proposition

- The return must outweigh the effort
- The compelling reason gets them there, the value proposition keeps them there.

"Tools Syndrome"

- Tools without the carpenter do not build houses
- Don't hand over a set of tools hand over a solution

No Launch

- "If you build it they will come" doesn't work.
- Evangelize the benefits

Poor Adoption

- Critical mass of participation is needed to create newness
- Without enough adoption the solution will eventually fail

Politics

- Bickering about who should own and who should participate can grind things to a hault

Culture

- We are sometimes prisoners of our environments
- Find ways to unlock the shackles that prevent change

Installations-Risks Grid

Type of Risk	Type of Installation							
	Internet	Extranet	Intranet	Doc Management	Project Management	Collaboration	Mini-App	App
Bad Expectations	●	●	●	●	●	●	●	◉
Poor Terms Definition	◉	●	●	●	◉	●	◉	◉
Poor Understanding	●	●	●	●	◉	●	◉	◉
No Compelling Reason	○	◉	●	◉	◉	◉	○	○
No Value Proposition	○	◉	●	◉	◉	○	◉	◉
Tools Syndrome	◉	●	●	●	◉	●	◉	◉
No Launch	●	●	●	◉	◉	◉	○	○
Poor Adoption		◉	●	◉	●	◉	◉	◉
Politics	●	●	●	●	●	●	●	●
Culture	◉	◉	●	●	●	●	●	●

Characteristics of a Good Requirement

- Objective – "Based on observable phenomena; presented factually." (American Heritage Stedman's Medical Dictionary)
- Precise - Clearly expressed or delineated; definite (American Heritage Dictionary of the English Language, Fourth Edition)
- Measurable – Possible to be quantified
- Criteria – Identification of the value necessary to meet the standard
- Clear and Understandable – without ambiguity

Requirements Goal

- Requirements can never be perfect.
- Requirements should be "minimally sufficient"
- Use Change Management to manage the gap

Functional Analyst Skills

- Elicitation
- Facilitation
- Evangelism
- Engagement
- People Integration

Top 10 SharePoint Myths - 1

- Myth
  - It Does Everything (It's a silver bullet.)
- Reality
  - It's a good tool – but only a tool. It has strengths, weaknesses, and limitations that must be considered

Top 10 SharePoint Myths - 2

- Myth
  - It eliminates the need to organize.
- Reality
  - It requires more thought around how things are organized – but offers better results.

Top 10 SharePoint Myths - 3

- Myth
  - It will reduce storage space
- Reality
  - It will increase storage space due to indexing and multiple versions

Top 10 SharePoint Myths – 4

- Myth
  - Everyone will embrace SharePoint
- Reality
  - People don't like change. SharePoint must be user-friendly and offer value

Top 10 SharePoint Myths - 5

- Myth
  - SharePoint is so easy we don't need training
- Reality
  - SharePoint is user-friendly but still has areas which are not obvious to every potential user. Maximum effectiveness requires training for the administrator, developer, and end users.

Top 10 SharePoint Myths - 6

- Myth
  - SharePoint is a "just add water" … (Insert: Executive Information System or Portal)
- Reality
  - Executive Information Systems and Portals require thought. The tool is easy to use but the fundamental thinking, the difficult part, is still required.

Top 10 SharePoint Myths - 7

- Myth
  - Built in SharePoint Discussions will handle my forum needs
- Reality
  - Discussion forums are useful for the most basic scenarios only. Most serious discussion needs will need to integrate a forum system.

Top 10 SharePoint Myths - 8

- Myth
  - SharePoint has a good off-line story
- Reality
  - SharePoint has a lousy off-line story. Lists are available off-line via Excel. Documents are available if downloaded before hand. Third Party products make it better but not transparent.
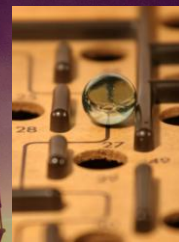
Top 10 SharePoint Myths - 9

- Myth
  - SharePoint has "Roll Up" Support
- Reality
  - "Roll Up" support is present but it's not user friendly

Top 10 SharePoint Myths - 10

- Myth
  - Fully Flexible Out of the Box Workflow
- Reality
  - OOB workflows are a good start
  - Development is needed for complex Workflows

Warning Signs - 1

- Sign
  - You require a large amount of process change for SharePoint to work
- Effects
  - Poor Adoption
  - Long Implementation times
- Suggestions
  - Minimize change as much as possible
  - Bring in specialists to help

Warning Signs - 2

- Sign
  - Your defaults encourage bad behavior (i.e. Office default directories)
- Effects
  - Longer Adoption Cycles
  - User confusion about what to do
- Suggestions
  - Change default directories to appropriate locations
  - Provide Tip sheets which explain what to do

Warning Signs - 3

- Sign
  - It doesn't work well for … but you're going to use it for that anyway
- Effects
  - Poor Success Rate
  - Frustrated Users
- Suggestions
  - Define an exit strategy and timeline
  - Communicate the exit strategy and timeline

Warning Signs - 4

- Sign
  - You have a hostile business to IT relationship.
- Effects
  - Poor Requirements
  - Insufficient tolerance for quirks causes friction
- Suggestions
  - Identify and resolve core issues around the relationship.
  - Create a fun, friendly, team environment

Warning Signs - 5

- Sign
  - You have a disconnected work force
- Effects
  - Users have difficulty getting the information they want
- Suggestion
  - Invest in Groove or a 3rd Party tool

Warning Signs - 6

- Sign
  - You're focused on turning off features
- Effects
  - You stop focusing on making things work
  - Users expect functionality that doesn't come
- Suggestions
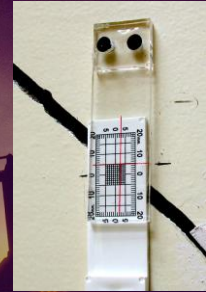 - Evaluate what has to be turned off and what can be discouraged

Warning Signs - 7

- Sign
  - Your organization has poor project management
- Effects
  - The project will be late and over budget
- Suggestions
  - Ensure that project management artifacts are created
  - Strengthen the project management in your organization

Keys to SharePoint Success - 1

- What
  - Honest evaluation of strengths and weaknesses
- How
  - Review past successes and failures
  - Rate yourself and your organization against checklists of requirements

Keys to SharePoint Success - 2

- What
  - Help users find the information they need – from every source
    - Other People
    - Other Providers
    - Applications
- How
  - Enable Search
  - Enable search across or create links to other content

Keys to SharePoint Success - 3

- What
  - Shared Vision
- How
  - Joint Application Design (JAD) sessions
  - Prototypes
  - Agree to the Problems before the Solution
  - Create a Project Charter

Keys to SharePoint Success - 4

- What
  - Ownership
    - Accountability of Content
    - Commitment to Success
- How
  - People Integration

Keys to SharePoint Success - 5

- What
  - Evangelism
- How
  - Identify and communicate the match of product strengths and organizational needs

Keys to SharePoint Success - 6

- What
  - Right Sizing the Solution
- How
  - Identify the cost of the problem and create the solution based on that cost
  - Identify the least costly approach and it's limitations – upsize from there.

Keys to SharePoint Success - 7

- What
  - Component-based Construction
- How
  - Create Web Parts and User Controls – not solutions
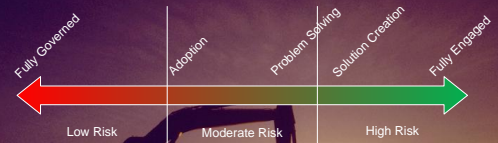 - During design ask how could this be used again

Keys to SharePoint Success - 8

- What
  - Imperfect Solutions
- How
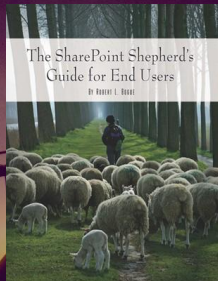 - Focus on "Good Enough" not elegance

Adoption – Engagement - Governance

Fully Governed · Adoption · Problem Solving · Solution Creation · Fully Engaged

Low Risk · Moderate Risk · High Risk

Resource – The SharePoint Shepherd's Guide for End Users

- 116 tasks that end users need to know how to do
- Available in corporate editions
- Screen casts of each task available

The SharePoint Shepherd's Guide for End Users
By Robert L. Bogue

Resource – The SharePoint Shepherd's Video Academy for Planning and Governance

- Over 1,000 pieces of information
- Silverlight Player allows you to navigate the hierarchy of topics easily

The SharePoint Shepherd's Video Academy for Planning and Governance By Robert L. Bogue