WHAT
WE
LEARNED!

Successful Room and Resource Booking Project

Getting IT ‘Buy-In’

Selling internally

Investing in training

GETTING IT ‘BUY-IN’

“front of house project”

Underpinned by IT and Facilities

- Smooth roll and good user experience
- Ensure a robust IT infrastructure & pre-requisites are in-place
- Get the most out of the system over time
- Realistic view on what’s practically possible

SELL INTERNALLY … by taking ownership

RENISHAW
apply innovation™

- Understand business requirements
- Getting right people on-board
- Project management & Product champions
- One department taking the lead

SELL INTERNALLY … by running a pilot

Showcase via a well publicised pilot

Thoroughly test the screen technology

- Sell benefits
- Visualise the process
- Ease change with good communication
- Test system performance

Local Government Association

thirteen

INVESTING IN TRAINING

We could have dealt with the change (in process) better if there had been better training put in place. A better change management process would really have helped

We would've held a half day session with the staff and senior leaders to explain the system and benefits savings

I would certainly look at introducing a more robust and flexible training session to all end users instead of just providing user guides on our corporate intranet

Wessex Water
a YTL company

thirteen

WEST MIDLANDS COMBINED AUTHORITY

LinkedIn ESSENTIAL RESOURCE MANAGEMENT USER GROUP

essential

forthcoming Essential events

Nov: Worktech, London
Dec: Data Governance Round Table, Bristol
Jan: Microsoft Tech Summit, Birmingham