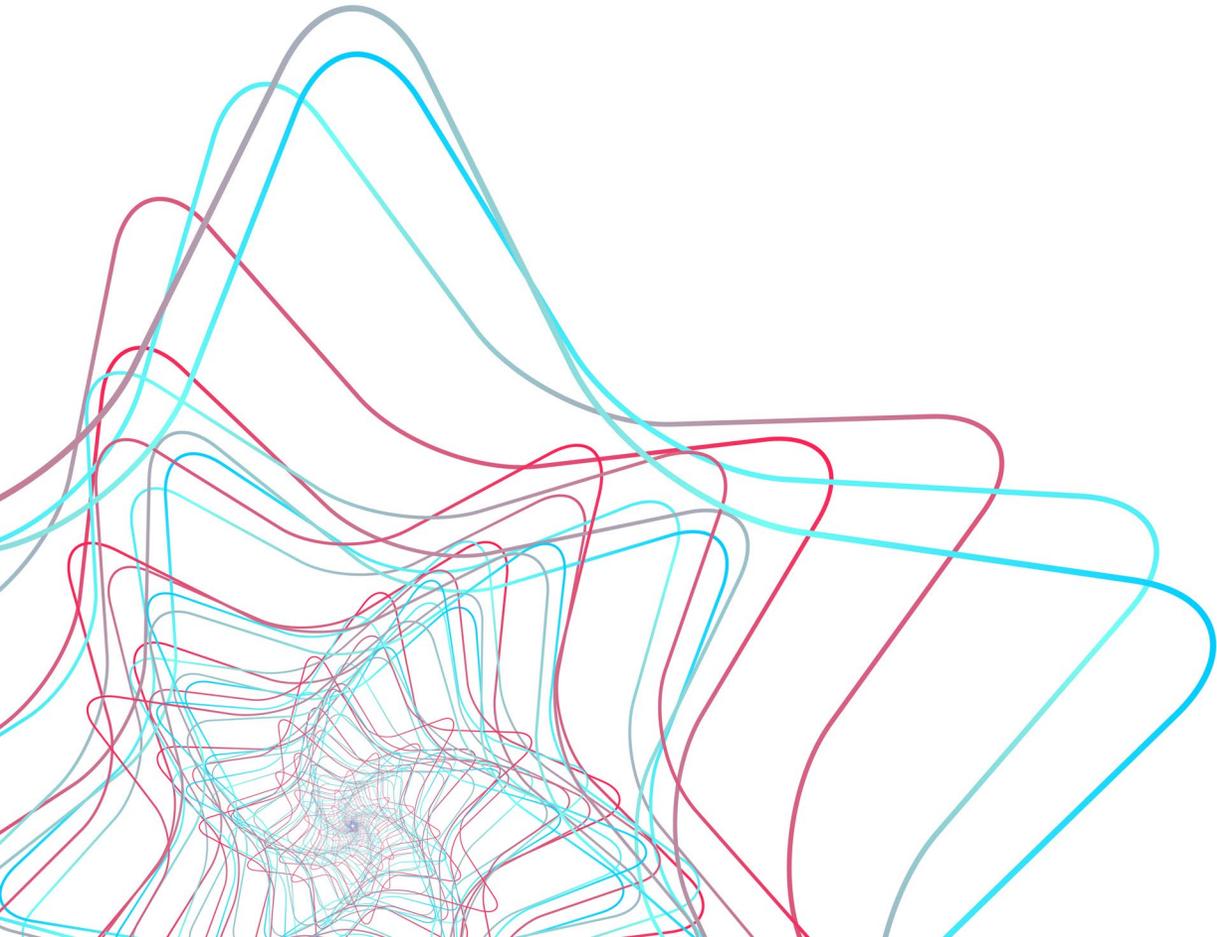
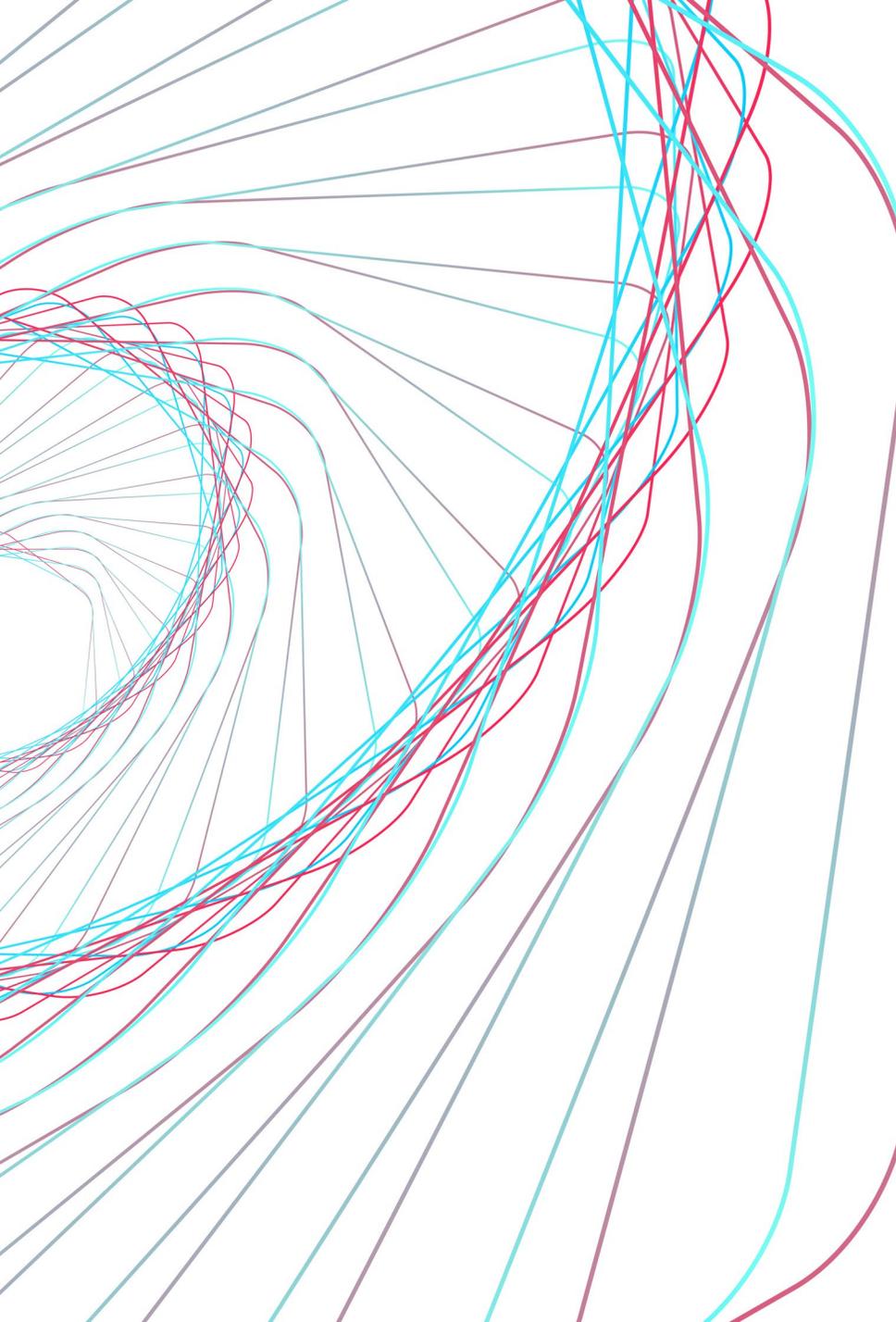


# NCES Forum – Panel on IT and Legacy Systems

- Lessons learned
- Legacy System Migrations
  - Migrating from Sharepoint to Google
- Staff buy-in for new systems
  - Setting up an new LMS and the pain it can cause without the proper engagement of all stakeholders



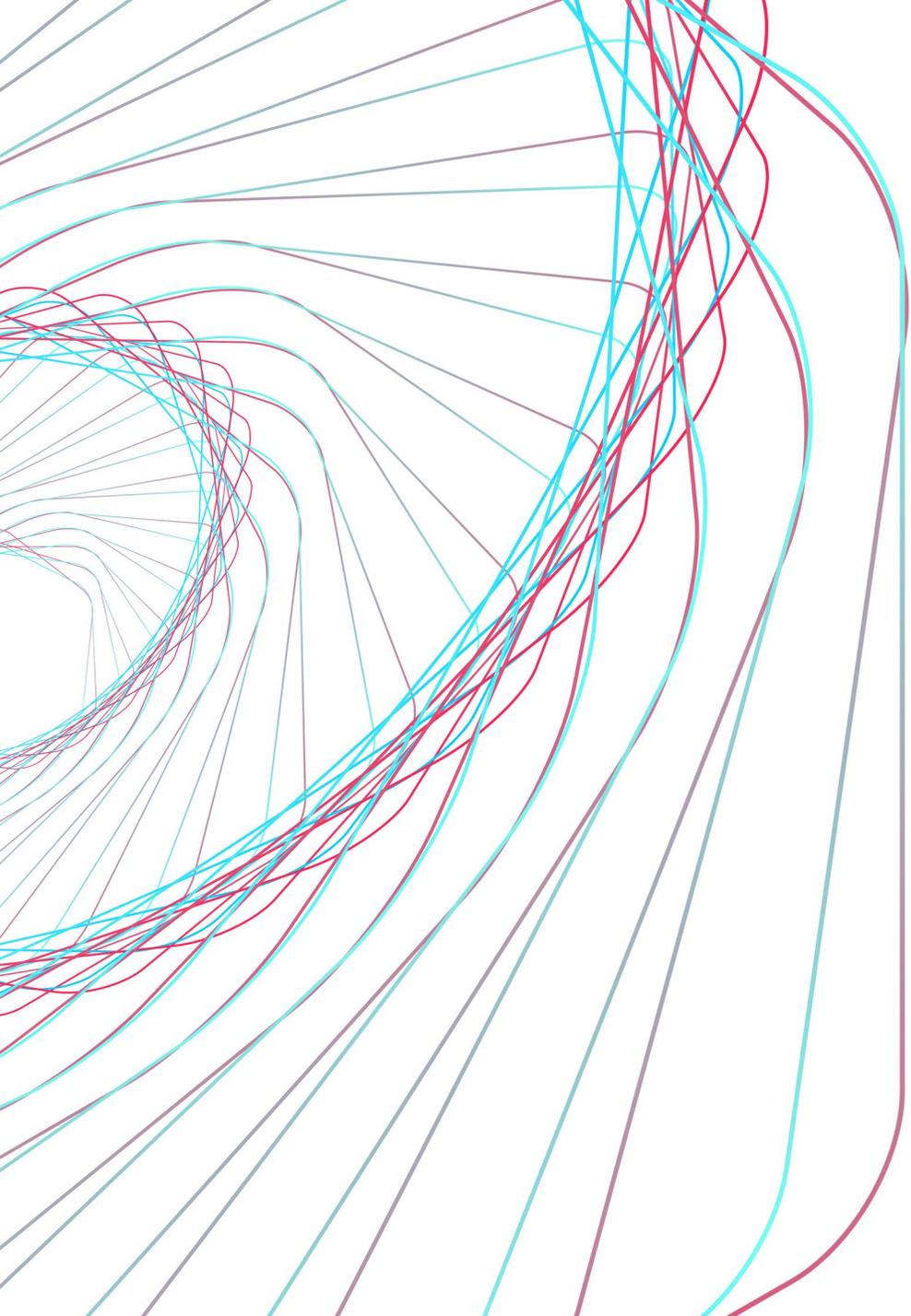
- Engage staff regularly during the migration window, try to ensure they have no questions and set clear expectations
  - Reminder E-mails
  - Staff meeting engagements
  - Do an audit inventory of the data system to ensure data has been accessed and removed.
- Make a contingency plan
  - Even with a clear plan for migration in place, the unexpected can always happen. Ensure you have a contingency plan in place for if the migration does not go as planned
- Train, if possible, in smaller groups versus larger groups
  - Users will be more open to ask questions in a smaller setting where they will not feel “silly” to ask questions versus a larger group of staff
  - Smaller groups allow you to train to specific usage by users, so try and group them by how they will use the new system



## Pain Points / Questions related to Legacy System Migrations?

- When is too long to bring back data for a user after a migration?
- If you make it a hard cut off to the legacy system, what qualifies for an exception to allow access?

- Critical to engage your staff to get buy-in before purchase of new system
  - Demos
  - Pilots in subsets of staff trusted and seen as leaders
- Understand your user base
  - If at all possible pre-identify your staff that can help in a “train the trainer” model
  - Also, identify staff that will most likely need one on one support after the rollout and ensure they have the proper support after launch
- Train, if possible, in smaller groups versus larger groups
  - Users will be more open to ask questions in a smaller setting where they will not feel “silly” to ask questions versus a larger group of staff
  - Smaller groups allow you to train to specific usage by users, so try and group them by how they will use the new system



## Pain Points / Questions related to staff buy-in to new systems?

- Time and organization size does not always allow for smaller settings of training, how do you ensure user engagement in a larger setting?
- Building contracts to protect your organization in the event the sales pitch does not meet reality?