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 a 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

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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?