

Some expectations and suggestions from ISG Directors

IS Change Programme Theme	How the project process will contribute to change
Project Management	<p>Is the PM developing skills and experience?</p> <p>Are we using new techniques, tools or using them for the first time?</p> <p>Is this project offering PM opportunity to colleagues in rest of ISG?</p>
Working Together	<p>Will the project team talk to other colleagues across IS? Can they bring previous experience and fresh thinking to the project?</p> <p>Add working together to your Communication Plan - go beyond the stakeholders. How will you raise awareness of the project with your colleagues across the divisions? Might you work closer - co-locate, for example?</p> <p>Could the processes involved in the project itself be improved - what is difficult to do? Is the Admin cumbersome, time-consuming? Add to the Closure Report.</p> <p>Look to guidance from the IS Change Management team on how to approach this.</p>
Standards and Technical Leadership	<p>Will we develop new or improved standards or processes as part of the delivery?</p> <p>Are we leading on adoption of new technology?</p>
Staff Learning and Development	<p>Is there an opportunity for the project to offer development opportunities for colleagues?</p> <p>Could someone from another team in our division or another ISG division be seconded to the project to provide skills we may be struggling to find in this period?</p> <p>Can we offer a development opportunity for someone in our division at a lower grade - to come into our project and be skilled up, fulfill a higher grade role for a while?</p>

	<p>For planning, make sure you allow the necessary time to engage / recruit in your project, and feed back to the annual plan/forward look?</p> <p>Set out why this project does not or cannot take advantage of this change theme.</p>
Service Based Culture	<p>Are we helping the service to shift-left?</p> <p>For services impacted by the change we are delivering : check the Service Catalogue (due for 2016/17) for Service Owner and Service Operations Manager. Confirm with them who should be stakeholders on the project.</p> <p>Also check with head of IS Helpline.</p> <p>Confirm at what stages if the project SO/SOM want representation and sign-off - especially around Design and UAT and Delivery. Do we need a Handover? Add Stakeholders to these Milestones.</p> <p>Is there a CMDB entry to update to reflect changes?</p>
Equality and Diversity	<p>Planning: Discuss the Project Board, project team and key stakeholders with your Sponsor - do the groupings reflect/promote diversity?</p> <p>Be aware of particular periods or dates that may conflict with religious or social or domestic obligations.</p> <p>Design: Are we designing a User Interface? Are we designing with best practice in Usability and Accessibility for all devices?</p> <p>Please explicitly ensure that the Design of the UI has been checked for promotion of Equality and Diversity. e.g. Use 'Mx' in the Honorifics section- - but do we even need honorifics - how much information do we actually need to collect from a user?</p> <p>Does our interface make assumptions about the kinds of people our users are?</p> <p>Do we accommodate people who are at a</p>

	<p>distance, working flexibly, may not wish to be identified by gender, race, age or show a photo?</p> <p>Do we give options as to what services users might want or do we assume they will want what we want, or what users have wanted in the past?</p> <p>Are we being creative in thinking about use cases beyond the metrics and other 'evidence' we have for users in the past - not simply recreating/perpetuating old ways of working?</p> <p>How are we naming a Service (or even Hardware) ? Consider a naming convention to highlight or promote Equality and Diversity. Do we have the opportunity in this to promote role models or show our understanding of diversity?</p> <p>Would this give us an additional route for comms or stakeholder engagement? e.g UCL named their HPC 'Grace' https://www.ucl.ac.uk/isd/news/isd-news/research-it/introducing-grace which gave them an added 'good news story' and a chance to dispel myths that there are no women in computing.</p>
Partnerships and Philanthropy	
Flexible Resourcing	<p>Have we considered contract staff, students and interims (and in future, apprentices)?</p> <p>Can a difficult resourcing situation be resolved by use of fixed term staff or limited secondments?</p>
Communication and Branding	<p>Communication: Ensure that you have a session as part of planning for Stakeholder identification and analysis.</p> <p>Set out the communication plan by the end of the project brief - or set a milestone date for when you will have this in place if end of planning not possible.</p> <p>Project Manager is the accountable person and will sign-off the milestone.</p> <p>Branding: Are you delivering a new Service or significantly upgrading a new service? If so, then the project team must engage with the new Branding guidelines and Change Management</p>

	<p>Theme team for ISG, the branding for the school or college via the college marketing team, the University's Comms and Marketing team - potentially all of these.</p> <p><i>Use gel.ed.ac.uk to access assets and guidelines for branding of communications, websites, mobiles. Use the Student Digital Guidelines.</i></p>
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