

## **DEPLOYMENT OF MOSS WITHIN ICT SERVICES AND POLICY AND PERFORMANCE TEAMS**

### **1. Introduction**

Microsoft Office SharePoint Server (MOSS) is a Microsoft product which facilitates collaboration, provides content management features, implements business processes, and supplies access to information. It is now part of the Microsoft Office desktop suite. The opportunities to utilise this for more effective collaboration will be explored and evaluated by means of two MOSS deployment pilots; one in the Policy and Performance Team and the other in ICT Services.

### **2. Objectives of the Project**

**Integration** - the project will seek to exploit and evaluate how MOSS integration with other desktop software can improve collaborative working.

**Communication** – through the use of key MOSS features including Announcements, Discussion Boards, Blogs, Wikis, Team Task Lists, Team Calendars, and Team Meeting Workspaces the project will seek to improve team communication and collaboration in areas of joint working.

**Documentation** – through the use of key document related features including Shared Document libraries, document workspaces, document version control and document metadata and tags the Project will seek to improve the effectiveness of document management, document versions and collaboration related to core team documents as they are created, consulted, shared and stored.

**Consolidation** - The projects will also seek to consolidate into MOSS the multiple document stores currently in use, namely the Intranet, network storage, shared files, e-mail accounts and Sharepoint 2003.

**Project and Task Management** – through the integration between MOSS sites, Outlook calendars, task lists and tailored views and reports the Project will seek new ways to tackle the team level management of tasks and projects in a more accessible way allowing easier updating and collaboration on shared work areas.

**Identify and develop best practice** –through these two initial deployments the aim is to gain sufficient knowledge to then effectively deploy MOSS across the rest of the council. Members of the project team will also be liaising with Members of the Microsoft Shared Learning Group who have undertaken similar projects with MOSS.

### **3. Costs**

The main costs associated with this project, namely the purchase of MOSS licences and updated Microsoft software have either been already been made. MOSS was purchased under the Enterprise Agreement with Microsoft. Similarly, Office 2007, on which this project is also dependant, was purchased as part of the same Agreement.

Costs associated with training to an introductory level of understanding have been covered through previous training events. Two Policy and Performance Officers joined a number of ICT colleagues on a three day external training course in late 2007 after MOSS had been purchased.

The council's on-going investment in a PC replacement programme means that all the council's PCs exceed the minimum system requirements for MOSS. Therefore, no hardware purchases are necessary to deliver the project.

Remaining set up costs are mainly staff time which has been factored into the Policy and Performance/ ICT's teams work programme for the autumn of 2008 in order to allow the deployment work to be undertaken. It is not anticipated this will have an adverse impact on other project areas underway.

It is anticipated that some technical consultancy will be needed from Trinity to deliver this project. It is proposed to assign a budget of £10,000 to this.

The business case for this project centres on the strategic benefits of staff having software which will enable them to do their job more effectively and efficiently. The financial investment has already taken place. These projects will help maximise the benefits from that investment.

#### 4. Resources

**Initial set up** - requires ICT technical support in the deployment of software, support relating to any configuration issues and potential recovery from back up versions. Trinity's technical expertise in MOSS may be needed to assist with the setup and configuration.

**Deployment Project** – staff time for initiation and launch, training events, progress review and capturing learning points.

**Staff Time** – learning new approaches may in some areas slow performance as learning new methods initially take longer and or result in some rework – over time this requirement is anticipated to reduce.

**Review** – time required to share learning points and discuss and agree best practice.

The officers leading these are projects are detailed in Table 1 below.

Table 1: MOSS implementation Project Teams

Project Role	Policy and Performance	ICT Services
Project sponsor	Karen Pearce	Jane Jack
Senior User	Chris Charman	Ty Walter
Project Manager	Chris Charman	Steve Webb
Technical Support	Cathryn Pritchard	Cathryn Pritchard

#### 5. Benefits

The benefits are anticipated to be in two main areas;

**Immediate improvements** - in collaboration, communication and document management. The Teams operate flexible and agile working practices with a combination of part time staff and home workers which present unique challenges to communication and collaboration. It is anticipated the opportunities offered during the deployment will be put to immediate beneficial effect.

**Shared learning** - undertaking two initial MOSS deployments with time specifically allocated to capturing learning points has the benefit of ensuring early problems can be corrected, opportunities evaluated and favoured approaches / best practice agreed. By pooling knowledge in this way during and especially towards the end of the six month projects the prospects of a successful corporate deployment will be increased. The modular nature of MOSS will enable to corporate rollout to focus on those areas found to deliver with the maximum benefit.

#### 6. Timetable

Table 2: ICT/ Policy and Performance MOSS project timetable

No.	Task	Start	Finish
1.	Install new Operating System and upgraded software on all team members computers	1 September 2008	30 September 2008
2.	Project Boards authorise commencement and approve project plans for first stage	1 October 2008	3 October 2008

3.	Training and familiarisation with new software and operating system	6 October 2008	17 October 2008
4.	Create basic MOSS Team site and set up basic lists and libraries	6 October 2008	17 October 2008
5.	Launch event for Deployment Phase including initial overview and Training	w/c 20 October 2008	
6.	Undertake introduction, training and support for each MOSS element and discuss/ agree its purpose and use during deployment phase	3 November 2008	28 November 2008
7.	Upload current team documentation to MOSS libraries	3 November 2008	28 November 2008
8.	Establish regular team usage of all agreed MOSS elements	By end of December 2008	
9.	Project Boards Review initial use and agree project plans for second stage	5 January 2009	16 January 2009
10.	Continue usage of MOSS as core element of team working method	5 January 2009	31 March 2009
11.	Review and evaluate effectiveness, learning and benefits realised	2 March 2009	31 March 2009
	Document and make recommendations regarding future deployment and roll out	2 March 2009	31 March 2009

## 7. Initial Key Risks

An initial risk assessment has highlighted the following key risks:

No.	Description	Likelihood	Impact	Overall Risk	Activity
1.	Insufficient knowledge of MOSS to implement properly	3	4	12	Project has budget for consultancy skills. Liaise with SLG and other councils using MOSS. E.g. Bromley.
2.	Resource conflicts with other projects	3	4	12	Project plan signed off by all resource managers. Conflicts resolved by ICT Steering group and/ or Programme Board
3.	Operational priorities delay project implementation	4	3	12	Project plan signed off by all resource managers. Acceptance that team performance may temporarily dip. Service Area managers are Project Sponsors.
4.	Scope creep	3	4	12	Ensure product specifications are agreed and signed off. Improved change control procedures.