

PhD
Manager

A small guide to
your big success

Support

Successful deployments start with an enthusiastic group of supporters. Prepare for success by spreading the word about your project and gathering supporters.

Get vocal senior management support.

Identify and engage positive champions.

Involve everyone to generate a sense of ownership and commitment to success.

Your project team needs to include both key users and IT colleagues to ensure success.

Requirements

Be clear about what you want to achieve but flexible about how you want to achieve it.

Your system supplier may have experience and suggestions which could help you.

Use the opportunity to review your processes. Aim for clear and consistent processes across your institution for easier implementations.

Testing the specification is more important than testing the system as it's easier to make changes when you're still at the planning stage.

Plan

Ensure your colleagues are available for all key project stages such as testing, integration and deployment.

With good planning you shouldn't need to deploy in phases or to trial groups, and it's simpler to deploy in one go.

Time your rollout carefully around the academic year.

Invest in improving the accuracy and completeness of any data to be imported into your new system.

Don't rush, it's more important to get it right the first time.

Test

Your testing team should represent everyone who'll be using the system.

Organise a training session to help testers get to know the system.

Divide what needs to be tested between the group to ensure each part of the system is tested in depth.

Agree an easy way to gather your feedback and track responses from your supplier.

Communicate

Keep spreading the word about the benefits of your project. Be positive but realistic.

Communicate about progress frequently.

Name your system to encourage a sense of ownership at your institution.

Encourage feedback and incorporate every good suggestion. Deal with issues quickly and discreetly.

Gather and share evidence of success - track number of logins and share positive stories.

Roll-out

As soon as you have a firm date for deployment, make sure everyone involved knows and keep reminding them.

Be available to help any colleagues use the system in the early weeks to help build confidence.

Offer 1-2-1 training and drop-in sessions for those who need it. Formal group training sessions are normally not necessary for an easy-to-use system.



phd-manager.co.uk
hello@phd-manager.co.uk
020 7100 1155