



Aditi's Standard Processes

New Technology Adoption Methodology



1 ADITI'S NEW TECHNOLOGY ADOPTION METHODOLOGY

Since its inception, Aditi has gained significant experience in global deployment of new technologies and support of the same. We have used the learning from this experience to define and evolve our New Technology Adoption (NTA) Methodology.

The Methodology is used when our customers decide to go for a major technology overhaul initiative across the organization. Adoption by users become a major challenge in these scenarios and could have a significant impact on user productivity if the technology is not rolled out in a proper fashion.

This section explains our NTA Methodology and how it addresses the challenges in new technology adoption.

1.1 OBJECTIVES

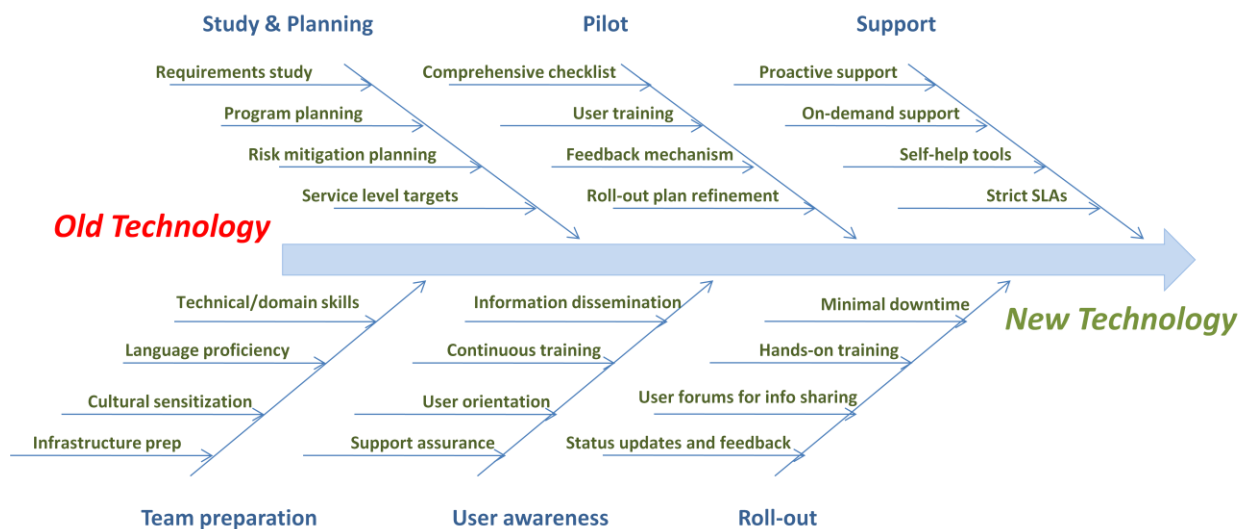
Aditi's NTA Methodology is designed to address the following challenges:

- Higher and faster user adoption
- Global users' behavior and cultural sensitivities
- Minimal downtime during transition/migration
- Ensuring similar or even higher productivity levels
- Continuous end-user support during transition and early steady state phase

1.2 NTA METHODOLOGY

Aditi's standard methodology follows a 6-step process to execute new technology adoption programs. It however, can be customized to suit engagement specific needs.

The following picture depicts the six phases of the standard methodology:



1.2.1 TEAM PREPARATION

Typical duration of this phase is 3 weeks. In this phase, Aditi identifies the high level requirements of the migration program and ramps-up the team to cater to the same. This involves identification of:

- Technical skills
- Domain skills
- Language proficiency
- Cultural sensitization
- Preliminary infrastructure and travel logistics

New technology adoption requires an extensive end-user interaction. Doing it at a global scale makes the task extremely challenging as it brings in additional complexities because of difference in languages and user behaviors in different countries.

The NTA Methodology addresses this by designing focused training programs for the team to handle cultural sensitivities and drive greater and smoother user acceptance. The technical team is complemented by local language experts to bridge the language barriers.

Aditi also identifies the infrastructure and other logistics needs for executing the program, which could involve:

- Setting-up of secured VPN network
- Setting-up of dedicated phone lines for support
- Other communication tools like ticketing system, learning portals, etc.
- Visa and travel related requirements of the team

Once the team is identified and ramped-up to meet the needs of the program, Aditi starts the next phase of the engagement, which is Study and Planning.

The infrastructure and other logistics planning happen in parallel.

1.2.2 STUDY AND PLANNING

Typical duration of this phase is 3-4 weeks. This phase is extremely critical as it involves detailed requirements analysis, validation of initial assumptions and refinement of execution model. A starter team visits customer's Project Management Office (PMO) and conducts various sessions with various stakeholders to understand and document the program requirements. These sessions could be in the form of:

- Workshops
- Individual meetings, interviews
- Off-line communication

Once all the stakeholders' requirements, including any dependencies on third-parties are captured and documented, Aditi presents the same to all the stakeholders and drive consensus and sign-off on the requirements.

Based on the finalized requirements and dependencies, Aditi prepares and present a detailed migration/deployment plan. The plan includes:

- Roll-out strategy and plan
- Training mechanism and methods to drive user adoption
- Support model
- Service Level Targets for service delivery
- Expectations from the customer
- Risks and mitigation plan

Once the plan is agreed upon and signed-off by the customer, Aditi kick starts the user awareness program.

1.2.3 USER AWARENESS

Typical duration of this phase is 1-2 weeks. This phase lays the foundation of the migration/adoption program. As the program involves changes in how the end-user would use his/her desktop, it is extremely critical to keep the user involved and aware of the changes to come.

Aditi initiates a comprehensive user awareness program for the upcoming migration. This could be in the form of group e-mails, newsletters, customers' intranet notifications, webinars, training and workshops.

The communication is designed to cater to the following needs:

- Local language requirements
- Dissemination of the details of the migration plan to end-users
- Information on how and when the end-users would be affected
- FAQs related migration addressing the end-user concerns and explaining the benefits of the migration
- Training on how to use the new technology
- Assurance of support during and post migration

Some of the sample tips used in the newsletters for our previous engagements are listed below:

Tip of the Month

You can dedicate a particular screen to MindAlign, and tile channels on that screen using the following three steps:

1. Move MindAlign to the screen that you want to display it on.
2. Undock channels and tile them based on your requirement.
3. Select **File**, and click **Save all Settings**.

Tip of the Month

You can configure a filter to display messages posted across all channels, in one window that you can use as a MindAlign watch. To do this, create a new filter, and select **All open channels on all domains** and **All Users** options in the **Edit Filter** dialog box.

Tip of the Month

There are several shortcut keys for common MindAlign tasks:

- Ctrl + F**: insert a file.
- Ctrl + G**: post message as alert.
- Ctrl + I**: insert a web link.
- Ctrl + T**: attach text as story.
- Ctrl + D**: float or anchor window.
- Ctrl + K**: clear channel content.

Did you know?

You can create a temporary group chat channel in a private conversation. Type the channel name in the following format and click the link:
#channel_name

Did you know?

You can use the Expert Mode in MindAlign filters to create complex filters.

Not sure which channels to join?

You can view the list of channels your peers are members of by accessing their **View Details** dialog box. To see the **View Details** dialog box, right-click the username and select **View Details**.

1.2.4 PILOT

Typical duration of this phase is 2-3 weeks. Aditi uses a Pilot approach to de-risk the engagement. In collaboration with the customer, it identifies a set of end-users in each geography for pilot migration. A detailed check against a comprehensive Migration Checklist is carried out before the Pilot execution.

The migration is completed for these users and the learning from the Pilot is used to refine the migration plan.

It is important to execute a pilot before the actual migration as the software/hardware configurations in different geographies can be different and the Pilot phase would help in addressing these in a controlled environment. It also helps in customizing the user awareness program based on local feedback.

1.2.5 ROLL-OUT

Typical duration of this phase is 3-4 weeks. Based on the success of the Pilot phase, Aditi rolls out the new technology to all the users in the respective geography.

The roll-out timings are decided to ensure minimal impact on end-users' productivity. The downtime is kept to minimum, is planned and communicated to all the users to avoid any surprises.

Detailed feedback and metrics are collected to drive continuous improvements in the methodology.

Aditi publishes status reports, user feedback and productivity metrics to the end-users and these help the user community to appreciate the benefits of the migration. This is complemented by continuous support by Aditi during migration.

Once the migration is complete, Aditi ensures the end-users achieve the similar or higher productivity levels at the earliest. A comprehensive set of communication enables this. This could involve:

- Continuous communication on tips, tricks, short-cuts, etc. through email, newsletter, etc.
- Regular webinars and training programs to explore new functionality and features
- Creation of user forums for collaborative learning through shared experience

1.2.6 SUPPORT

This could be an ongoing phase but typical duration is 4-8 weeks. Support is provided to all the users complemented by post-migration user awareness activities. A dedicated team is formed to address any issues faced by end-users in a fast and effective manner. Users can use hotlines, email or ticketing system to log their issue and the team responds to the queries as per the well-defined Service Level Targets (SLTs). The SLTs are monitored in first 3-4 weeks and are then converted to strict Service Level Agreements (SLAs).

The support model is designed to address the global needs in a most cost-efficient manner. The first level support is provided in all the required and agreed-upon languages and across the required time-zones.