

## Providing guidance and advice for a smooth transition

Transitioning to a new version of Microsoft Office can be a daunting task for an organisation and its employees; not only are there technical requirements that IT staff have to worry about, but also the impact that the change is going to have on end-user productivity that senior managers need to take into consideration.

As Australia's top training provider when it comes to Office upgrades, New Horizons understands the effort it takes to ensure staff members remain productive and efficient in their roles throughout the transition. It is our goal to provide pertinent advice to help clients achieve a successful upgrade.

## KEY ELEMENTS TO CONSIDER WHEN UPGRADING:

### WHO?

- Who is involved in the deployment of the new software? Which departments?
- Who are the staff members that will require training on the new software?
- Who are the individuals that will require more advanced training? (i.e. "Power-Users")
- Who will be responsible for the organisation of all training within the company?

### WHERE?

- Where will the training be delivered?
- Does your organisation have training facilities that can accommodate an external instructor or does the training need to be delivered at New Horizons' premises?
- Where are the staff that require training currently located? Are they distributed throughout Australia?
- How will they travel to the training location?

### HOW?

- How will the software upgrade or rollout affect staff productivity?
- How will the training be delivered? In a dedicated session, public schedule or eLearning format?
- How will pre and post training skills be measured?

### WHAT?

- Which Microsoft Office applications do the staff utilise the most in their day-to-day roles?
- What level of skill in the various applications do staff need to achieve?
- What is the profile of the staff members attending the training? What is their job role and personality types?
- What kind of post-training reinforcement will be provided to staff, if any?

### WHEN?

- When will the organisation be upgrading to the newer version of the software?
- When will the training be delivered in relation to the software upgrade?
- When are staff available for training? Can they afford to commit an entire day to training?

## WHAT ONE OF OUR CLIENTS HAS TO SAY:



Australand have been a client of New Horizons for over 5 years. In late 2009 we engaged New Horizons to assist with Office 2007 New Features training for all our staff across NSW, WA, VIC & QLD. Our Account Manager provided professional advice in customising an appropriate training program suitable for our needs. Additionally we were extremely well supported with training material and expert trainers who were always punctual and willing to assist at all times. We would highly recommend New Horizons to any organisation to facilitate and provide training.



Ashwin Ram  
Group IT Manager  
**Australand**