

Fulton Hogan Microsoft365 Upgrade

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ABSTRACT

In the ever-changing modern business environment, it is easy for a company to quickly fall behind. There are so many influencing IT factors that a business must keep on top of in order to keep the lead ahead of their competitors. Such factors include workforce collaboration, IT security and licence technical debt. A Microsoft Office 365 subscription offer numerous different benefits that aid a business to stay at the top of their game. This paper details the work integrated learning project between Fulton Hogan and Ara Institute of Canterbury in which Fulton Hogan aim to upgrade their current Microsoft Office suite from Office2016 to Microsoft365.

Keywords: Microsoft365, Collaboration, Office, Upgrade

1. INTRODUCTION

Fulton Hogan is a large construction and infrastructure company that has been family owned since 1935. It operates all over New Zealand and Australia with over 8000 employees across both countries (Fulton Hogan, n.d.). Fulton Hogan have a in-house IT team made up of almost 100 full time staff and roughly 40 contractors.

Fulton Hogan are currently taking on more and more business ventures with other companies, these joint ventures (JV's) require a lot of collaboration in order to be as successful as possible. Microsoft365 offer document collaboration tools which allow Microsoft app documents to be worked on at the same time by multiple people. Microsoft365 is also a subscription-based license which allow for any new security features and new feature updates to be deployed as they are released. Due to this Fulton Hogan have undertaken the project of upgrading their user accounts and computer fleet to Microsoft365. This paper describes the practises and methodologies used throughout this project.



Figure 1 Poster for Microsoft365 Upgrade within Fulton Hogan

2. THE PROJECT

Due to this project effecting every computer and user account within Fulton Hogan it requires an extensive planning and requirements gathering phase. Which the project with Ara will cover.

2.1 PROJECT GOALS

- Refresh Fulton Hogan's technical debt being incurred with being on a perpetual based Microsoft Office license.
- Increase collaboration throughout the Fulton Hogan business and allow for document collaboration with other companies.
- Increase Fulton Hogan's IT security with leveraging the monthly security patches released by Microsoft.
- Minimal disruption to the wider business throughout the deployment of the upgrade.

2.2 STUDENT GOALS

- Apply skills and practises learnt throughout the years of study at Ara into managing a larger scale real world project.
- Deliver all required academic deliverables to a high standard and complete the Bachelor of Information and Communication Technology with Ara

3. PROCESS

The following practises and methodologies were used throughout the industry work part of the project. It will detail the project management practises, the requirements gathering and the stakeholder management methodologies.

3.1 PROJECT MANAGEMENT

The project management methodologies that would be chosen for managing and delivering the project would be crucial for the success and obtaining the project goals. Due to other vendors being involved with creating the deployment package it was decided that Fulton Hogan would use a Waterfall and Agile hybrid methodology, while using agile best practises for communication with the project teams and stakeholders.

3.2 STAKEHOLDER MANAGEMENT

A crucial part of this project was the management of the numerous stakeholders involved. The key stakeholders were the direct project team who are involved with the day to day delivery of the project. The members were communicated used

agile practises in that team meetings were frequent and collaborative (Robbins-Gioia, LLC, 2022).

The other key stakeholders who were not involved in the day to day were reported to bi-weekly with progress updates, these will turn into steering committee meetings once the project progress through the development and delivery phases.

The end users will be communicated with via workshops and information sessions to let them know of the up and coming upgrade, alongside what and how it will affect them. The communications will also be followed with How To documents and support guides.

3.3 VENDOR MANAGEMENT

Fulton Hogan use Datacom for all level 1, level 2 and assistance with level 3 support issues. As well as datacom building and supply all computers and hardware before it lands on site. For this reason, it was decided that Datacom would build the new computer image and deployment configurations. This meant that managing and overseeing their schedule through the development phase is crucial to the success of the project.

In order to make sure Fulton Hogan's project team were aware of what was happening with the Datacom work, communication between the two teams was scheduled for twice weekly meetings in which the schedule progress, constraints budget tracking and roadblocks are discussed and resolved.

4 CONCLUSION

The Microsoft365 Upgrade project has hugely benefited from the thoroughness of the requirements gathering and planning that is due to the Ara work integrated learning project. Projects at Fulton Hogan can often be rushed through and then thrown to a project manager once it is going wrong how ever in this instance it was project managed form the very beginning which will increase its chances of a successful delivery later this year.

4. REFERENCES

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