

John Smith: Good morning, everyone. This is the status meeting for March 18/2024. Let's get started. We've got a lot to cover today, especially with the IT migration to Microsoft 365. The overall project status is currently yellow, so we need to address some critical points today.

Let me start by recording who is in attendance:

- Myself, John Smith - Project Manager
- Jane Doe - IT Lead
- Bob Johnson - Operations Lead
- Alice Williams - Training Lead

Let me also review the target dates for the migration so everyone is aware of the latest dates. The dates are:

- Complete PST email archive migrations (4/5)
- Complete OneDrive migration (4/5)
- SharePoint team sites provisioned (4/10)
- Deliver Teams training to pilot group (4/15)
- Go-live with Teams for all users (5/1)
- MS Word/Office training (5/15)

Let's start with Jane giving us an update on the status of the migration.

Jane Doe : Thank you, John. Yes, Let me gave an update of the status for the migration to Microsoft 365. We successfully completed the email migration to Outlook for all 55 users last week, which was a big win. So we are well on our way for the email migration. However, we've only managed to get 6 users over to OneDrive so far, and we've had to push back the MS Teams deployment by two weeks due to a conflicting maintenance window. So the date for the Teams migration has moved from May 1st to May 15th. Does everyone agree with this decision to move the date by two weeks?

John Smith: I Agree. Bob, what about you?

Bob Johnson: The move will delay other items but it's the right decision. I agree.

John Smith: Alice, what about you?

Alice Williams: I agree.

John Smith: Great, then it's decided. I will take an action item for today to communicate to the stakeholders the change in the Teams migration date to May 15th. I have updated the milestone date for "Go-live with Teams for all users" to May 15th.

John Smith: Before we move forward, I think it's crucial we take a moment to dive deeper into each issue we're facing. The feedback from users on Outlook's email archive access has been particularly troubling. Jane, can you give us more details on what the IT team has uncovered?

Jane Doe: Absolutely, John. The issue with Outlook archives is more complex than we initially thought. Some users have extensive archives with critical business information. We risk losing the critical business data if the archives are not properly migrated. The PST import tool we're considering to aid with the archives migration should help, but there's a learning curve, and we're racing against time to prevent any data loss.

Bob Johnson: That sounds like a ticking time bomb. How confident are we in this third-party tool PST? And is there a contingency plan if this doesn't work as expected?

Jane Doe: We've done our due diligence on the tool, and it comes highly recommended. However, as a contingency, we're also setting up one-on-one sessions with the most affected users to ensure no critical data is lost. We're treating this as a top priority. We need to complete the purchase of the PST tool, test and deploy it and then complete the email archive migration to Outlook. This will be tight to get it all done by the email migration target date of April 5th, but for now we are still targeting that date.

John Smith: I've captured an action item for Jane to secure the funding of \$5,000 for the purchase of the PST migration tool, with a target date of March 25. Jane you are also the action item owner for the Purchase, Test and deployment of the PST migration tool with a target date of April 1st.

Alice Williams: This brings us to another critical point about user training. If users are already struggling with the migration's technical aspects, how prepared are we to ensure they're comfortable using these new platforms?

Jane Doe: That's a valid concern, Alice. For OneDrive and Teams, we're planning more hands-on workshops. Plus, with the "Power Users" initiative, we hope to create a support network among the users themselves, which should help ease the transition.

As you recall the “power users” initiative is to have a few people across the organization that are more familiar with the new Microsoft 365 tools and can aid others in their teams with adopting the new tools.

Jim Smith: Let’s move on to the status of OneDrive. Jane, can you expand on the sync issues for Mac users? I hear that this is a significant setback, and 4 users have already been impacted by this problem.

Jane Doe: Sure, John. The issue stems from the latest macOS Ventura update, which seems incompatible with OneDrive's current sync features. We are working with the 4 people that have seen the problem so that we can further debug what is occurring. We're in touch with Microsoft support to find a workaround, but it may require a software update from their end, which could take time. Meanwhile, we're exploring alternative ways to access files for our Mac users to keep them operational. If we don't find a solution to this bug quickly we risk missing the deadlines for the OneDrive migration.

Bob Johnson: This feels like we're juggling several balls in the air. How are we prioritizing these issues?

John Smith: Good question Bob. Priority is to minimize work disruption. So, resolving the email archive issue is at the top, followed closely by the OneDrive sync problem. We must ensure our staff remains productive while we navigate these migrations.

Jane, should I record an action to address this issue of the OneDrive sync problem?

Jane Doe: Yes John, let's create an action item to address the OneDrive Sync problem. Assign it to me and give it a target date of March 25th.

John Smith: Thanks Jane. I've recorded that additional action item.

Alice Williams: And with the delay in the Teams deployment, I'm concerned about maintaining momentum. How can we ensure users are still excited and prepared for the change?

Jane Doe: Alice you are right, It's a challenge. But by involving them in the process, especially through the "Power User" program, we hope to keep the excitement alive. Also, focusing on the benefits and efficiencies Teams will bring to their daily work might help maintain interest.

Bob Johnson: That's a good strategy. What about the executive sponsorship email? That could be a powerful motivator.

John Smith: I've already drafted an email to our CEO explaining the situation and the importance of their support. An encouraging message from the top can significantly influence adoption rates and overall project morale. I have asked the CEO to send out this email in the next few days.

Bob Johnson: what about providing an incentive for the power users? Let's make the task of being a power user fun. We can think about gamification of the role, and provide incentives for people to want to volunteer. Everyone is already very busy and asking people to voluntarily take on this additional workload would go over better if there was an incentive. What do others think about this idea?

Jane Doe: I think that is a great idea and would certainly help encourage participation.

John Smith: I will take an action item for myself to research gamification and incentive options and costs for the power users. I will present this at the next status meeting on March 25th.

John Smith: we still have an outstanding action item from the previous meeting for providing the Power User nominations by April 1/2024. I have ownership of that action item. I will wait until we discuss the power user incentives at the next meeting on March 25th before I reach out to each of the teams and ask for 2 candidates from each.

Alice Williams: Lastly, on the training materials for Teams, Jane, could you use extra help? Perhaps reallocating some resources temporarily?

Jane Doe: That would be fantastic, Alice. A few extra hands could speed things up considerably. Let's identify who can be spared for a week or two to help finalize these materials.

John Smith: I've captured an action item for finding three SMEs to assist Jane with creating the training materials. I've assigned that action item to Alice, with a target date of March 31st so that it will provide help early enough to meet the target date for delivering the Teams training to the pilot group by April 15th.

Bob Johnson: It's clear we've got a solid plan to tackle these issues head-on. With everyone's cooperation and hard work, I'm confident we'll navigate through these challenges successfully.

John Smith: Agreed. Thank you, everyone, for your insights and commitments today.

The original set of milestones remains the same except for the decision to move the Team Go-Live data by two weeks to May 15th. Let's keep the lines of communication open and ensure we address these issues promptly. We'll reconvene next week to review our progress. Meeting adjourned.