Avoiding Implementation Purgatory
With a Learning Technology Strategy

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Avoiding Implementation Purgatory With a Learning Technology Strategy

- Overview
- Impact
- Things to Consider
- Scope
- Project Team
- Migration
- Timeline
- Questions to Ask
- Key Takeaways

Source: Public Domain

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Have you implemented a learning technology solution before?
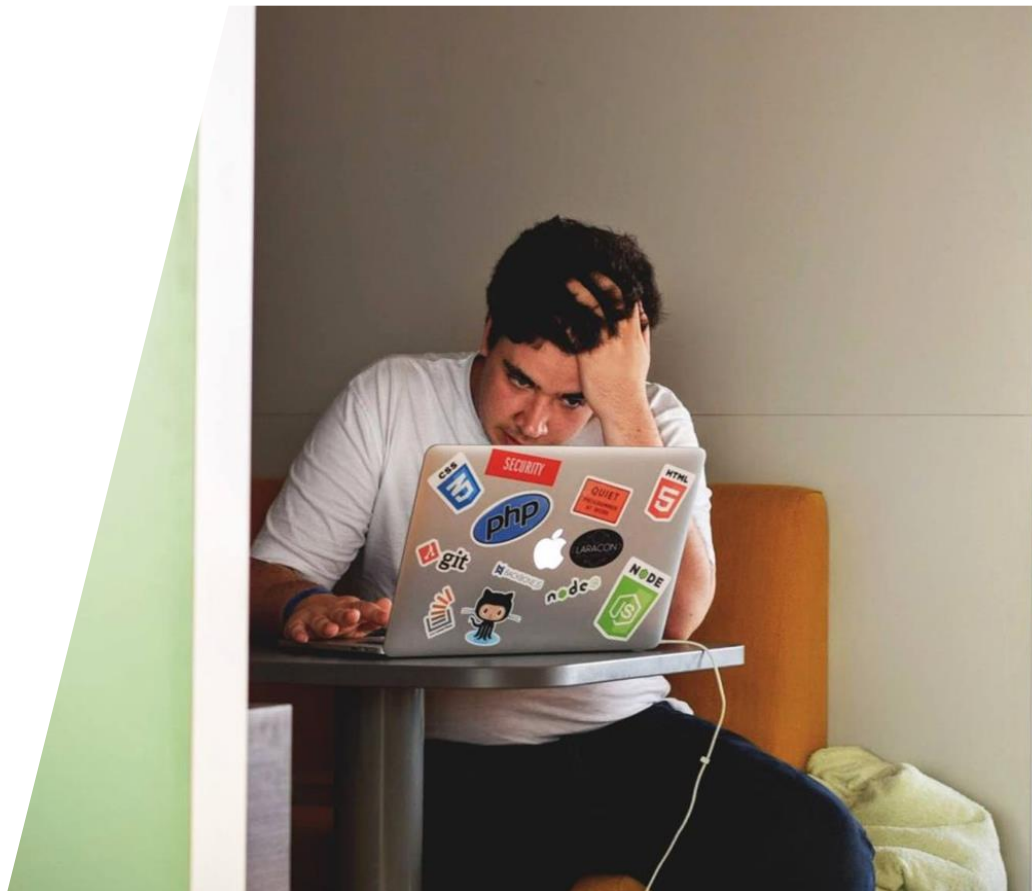
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What was the biggest pain point in your implementation journey?
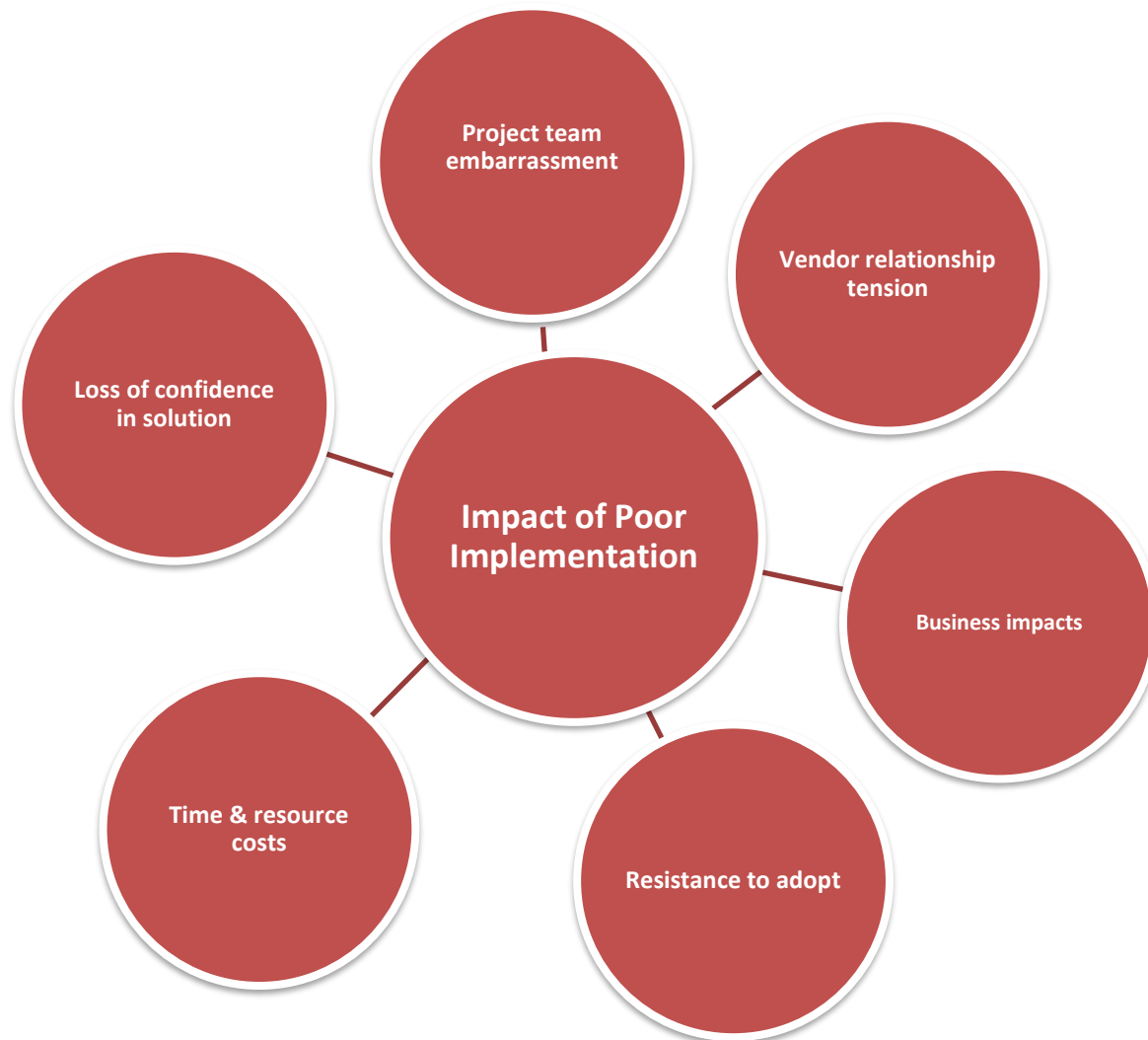
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Overview: Implementation Purgatory

We've all been there.

Project kickoff, then…

- Tasks take longer than anticipated

- The product doesn't work as thought

- Major items were missed in planning

- Key team members are unavailable

- Organizational change impacts timelines

- Roadmap change blocks critical path

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The Impacts

Impact of Poor Implementation

- Project team embarrassment
- Vendor relationship tension
- Loss of confidence in solution
- Business impacts
- Time & resource costs
- Resistance to adopt

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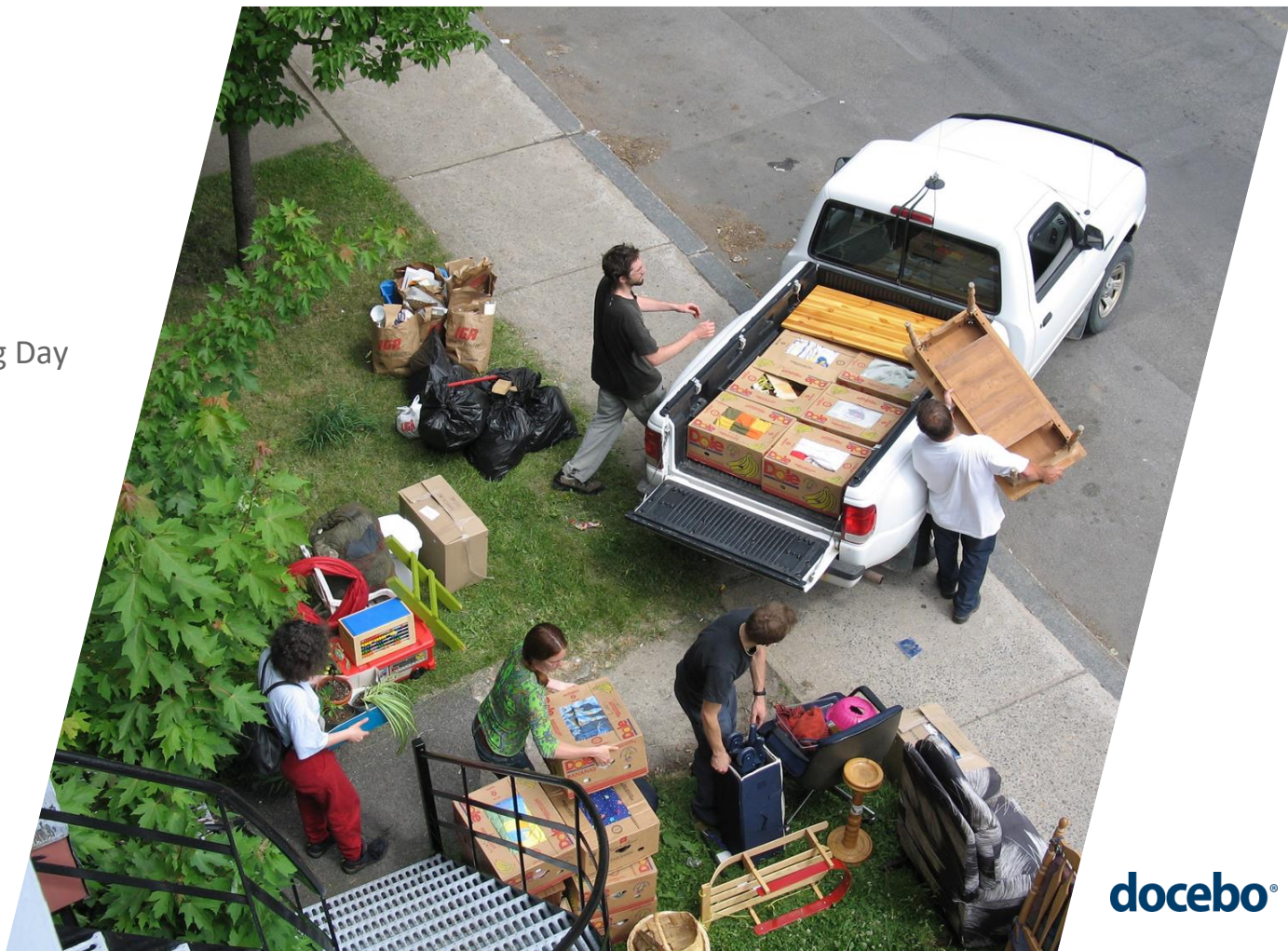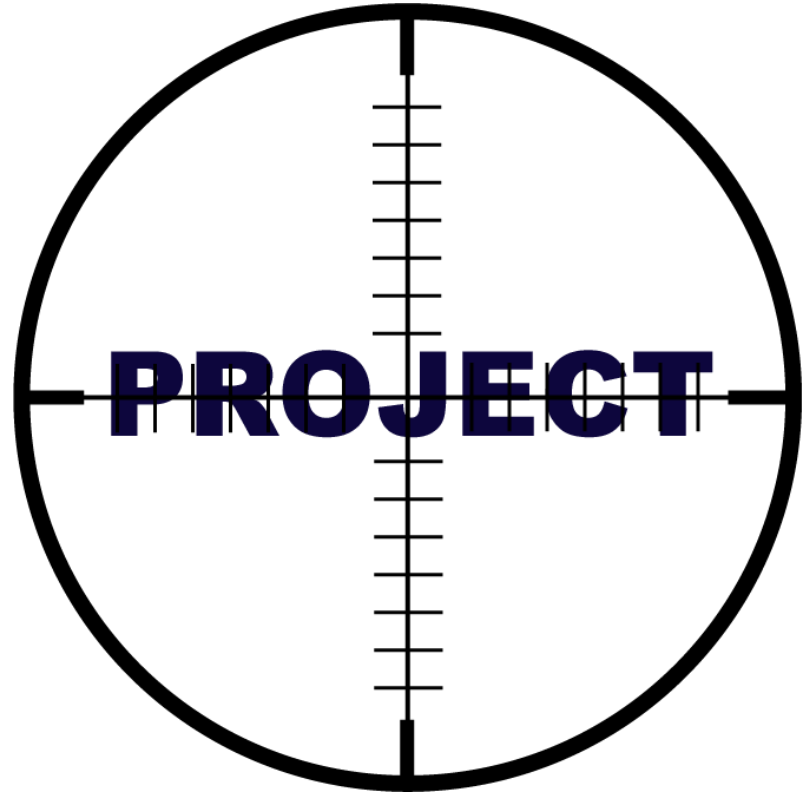# Things to Consider

○ Scope

○ Project Team

○ Migration – Moving Day

○ Timeline

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Establish Scope

- Must haves vs nice to haves

- Break it down into phases

- What integrations are required?

- Subprojects: e.g.content revamp, pending software deployments

- Does plan include testing, soft launch, and contingency?
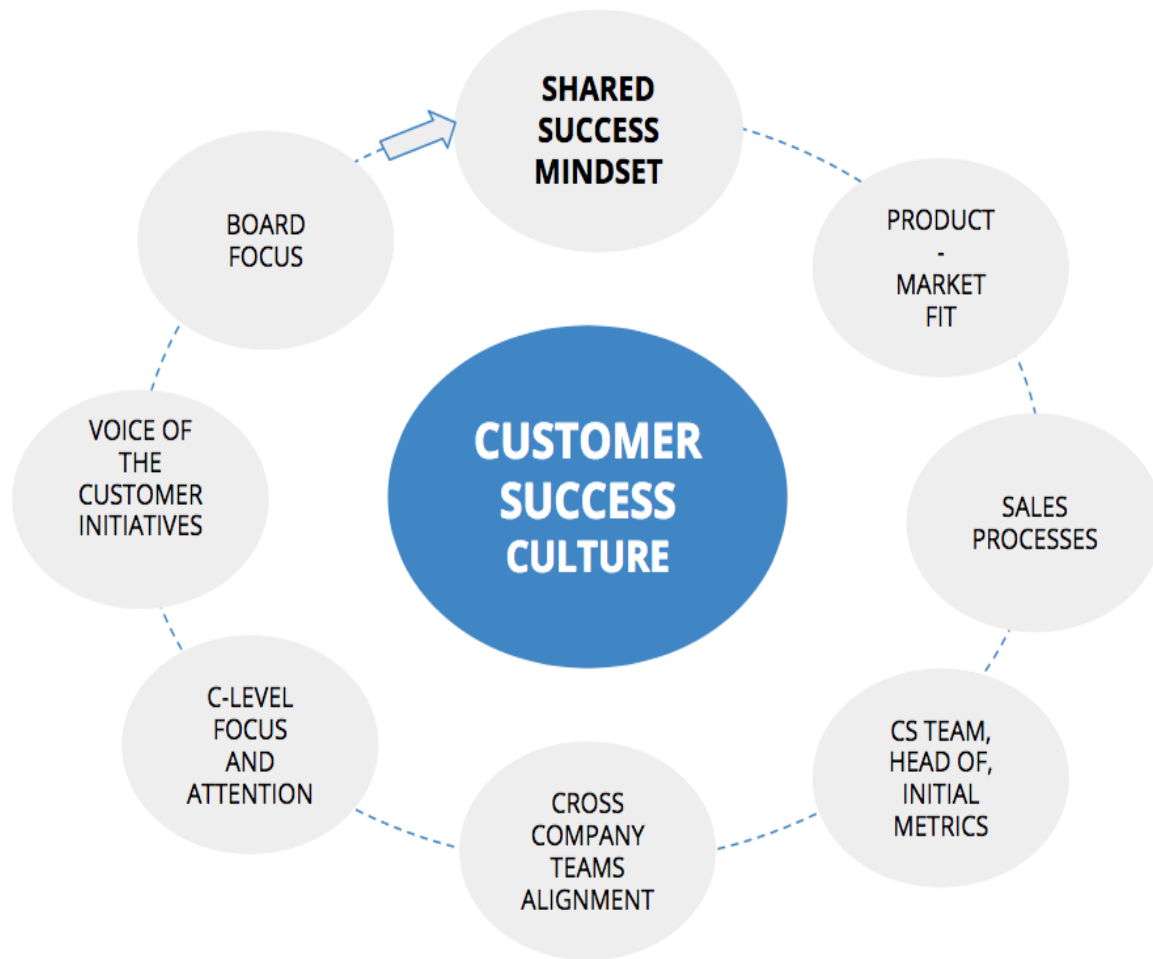

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Define the Project Team

- Goes beyond L&D - (SSO, IT, Salesforce, HR, etc.)

- How many other teams/departments are involved?

- Are those resources available on the schedule that you need?

- Who owns the project?

- Who sets the top priorities?

- Who owns the communication Plan?

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Plan for Migration

WHAT

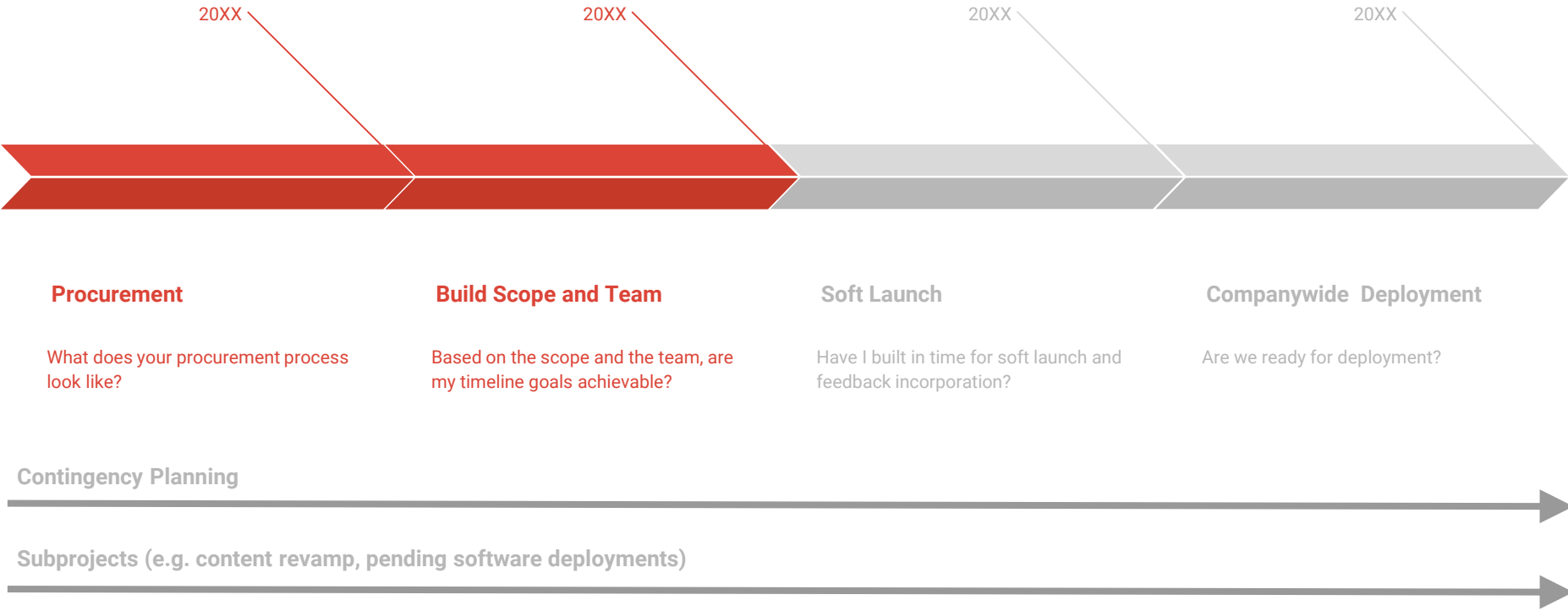Data needs
to be migrated

+

HOW

Will it be migrated
from existing
systems

→

How will migration affect

BUDGET & TIMELINE

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CUSTOMERS SUCCESS STAGES

How long do you expect an implementation process to last?

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Establish Timeline

20XX   20XX   20XX   20XX

Procurement

What does your procurement process look like?

Build Scope and Team

Based on the scope and the team, are my timeline goals achievable?

Soft Launch

Have I built in time for soft launch and feedback incorporation?

Companywide Deployment

Are we ready for deployment?

Contingency Planning

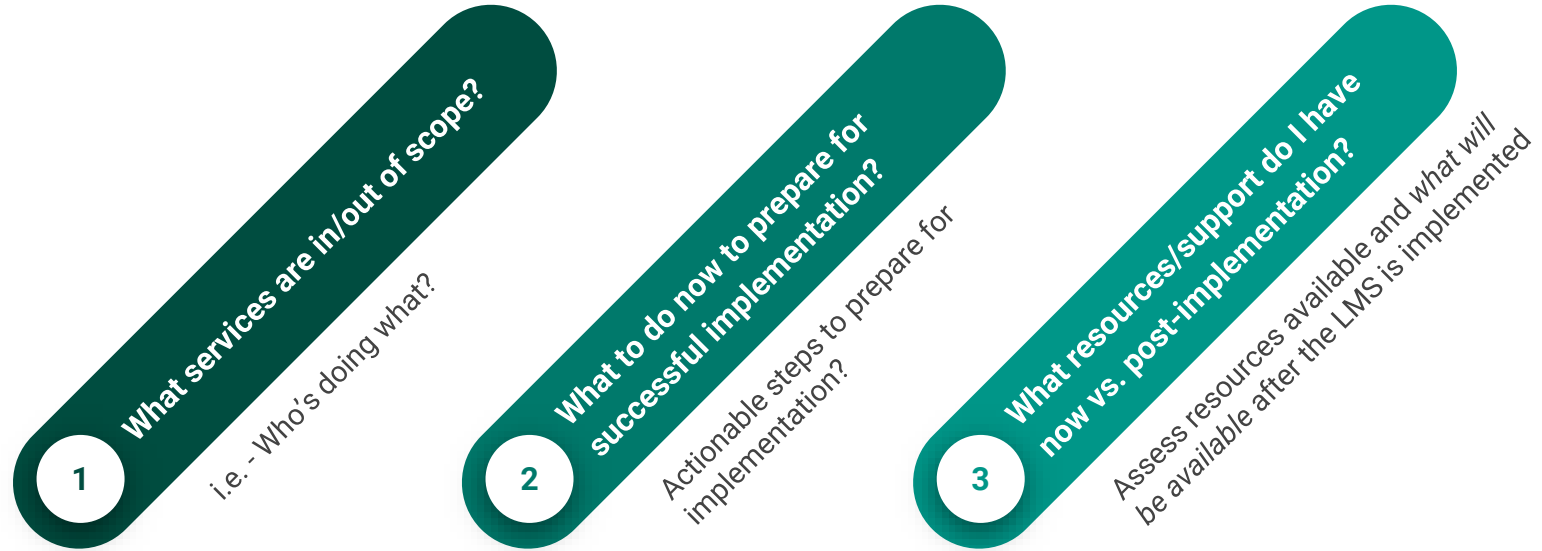**Subprojects (e.g. content revamp, pending software deployments)**

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EXAMPLE CUSTOMER SUCCESS JOURNEY

Stage	Learn & Onboard (Up to 12 Weeks)	Deploy & Adopt (Q2 BR 12 Weeks)	Optimize (Q3 BR 12 Weeks)	Grow (Q4 BR 12 Weeks)
Point of Contact	*Implementation Specialist*	*Customer Success Manager*	*Customer Success Manager*	*Customer Success Manager*
Participants	Customer Success Mgr. Learning & Support	Learning & Support	Learning & Support	Learning & Support

Activities	• Project Scope
	• Integration Requirements
	• Onboarding Plan
	• Health Checks call.
		• Project Scope
		• Integration Requirements
		• Onboarding Plan
		• Health Checks call.
			• Use Case Scenarios
			• Product Roadmap
			• Feature requests
			• Expand Adoption
				• Health Scores metrics
				• Next Steps: Growing
				  - Renewal
				  - Product Roadmap

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Key Questions to Ask Before I Select a Vendor

1 — What services are in/out of scope?
i.e. - Who's doing what?

2 — What to do now to prepare for successful implementation?
Actionable steps to prepare for implementation?

3 — What resources/support do I have now vs. post-implementation?
Assess resources available and what will be available after the LMS is implemented

Also:
- What implementation methodology and resources are offered?
- How do you approach integrations with other systems?
- What's the estimated implementation timeline based on the scope of my project?
- What expectations should I be setting my with internal resources?

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Takeaways

- Project starts before the contract is signed

- Know your procurement process

- Have I identified and engaged all key stakeholders

- Ask questions to your vendors, they want to help

- Share plans, information, and timelines

- Try before you buy

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170

EMPLOYEES

50% Product and R&D

30% Sales and Marketing

20% Operations

1,300

B2B CLIENTS IN 82 COUNTRIES

Target Market:

Projects with 500+ Users

1,300+ customers

75% Enterprise & 25% Mid-market

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Q&A

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Thank You

Contact us to learn more about planning for a
successful implementation journey

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