Design Technology Implementation

Darren Lewis, AIA
Implementation Planning

• Big ideas
• Don’t write the details
• Take your time
• Allow time to meet milestones

Framework
Implementation Planning

• Recognize the collateral that will need to be developed to support each section
Consider Your Audience

- User experience
- Bandwidth to process change
- How many other initiatives are in the works
Consider Your Audience

- Aesop’s Fable of the North Wind and the Sun
Keys

- Communicate
- Train
- Support
- Standards
- Best Practices
- Logistics

Components of the plan
Communicate

• Identify
  – What, Why, How
• Evaluate
  – How, When, Where
• Adapt &/or Create

With those affected
Communicate

- Print Media
- e-Newsletters
- Forums
- Email Groups
- Instant Message Groups

Examples

- Internal & External Blogs
- Micro-Blogs
- Social Media
- Web Conference
- Face-to-Face
Train

Show them what is expected

- Identify
  - What, When, How
- Evaluate
  - How, Where
- Adapt &/or Create
• Essential Concepts
• Advanced Concepts
• Need-to-know Topics
  – For Project Leadership
  – For Firm Leadership
• Workflows
Who will they turn to?

Support

- Identify
  - Who, What, Where, How
- Evaluate
  - How, What, When
- Adapt &/or Create
  - Support Structure
Support

• Support Structure
• Support Forums & User Groups
• Internal/External Experts
• Help Menus
Standards

The ways we must do things

- Identify
  - What, Why, Who
- Evaluate
  - How
- Adapt &/or Create
Standards

- Graphics
- Delivery
- Industry
- Client Requirements

Examples
Best Practices

The ways we agree to do things

• Identify
  – What, Why
• Evaluate
  – How, Where, Who
• Adapt &/or Create
Best Practices

- Lessons Learned
- Industry Papers
- Research Institutions
- Supplement until empirical data can replace

Examples
Logistics

Technical administration of the software

- Identify
  - What, How, Who, Why
- Evaluate
  - How, Where, When
- Adapt &/or Create
  - Software Delivery, Licensing Policies, Upgrade Policies
Choose your first team to pilot the change

Pick Your People

- Identify
  - Who, Why, Where
- Evaluate
  - Who, When, How
- Adapt &/or Create
Pick Your People

- Cultivate and harvest enthusiasm and excitement
To Sum Up