

Implementing Operations
Software
For Lasting Change (ILC)
Email-based Training

Orientation

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- Additional content and other elements were adapted from *Wired for Good* by Joni Podolsky (March 2003, \$35, Paper) by permission of Jossey-Bass /A Wiley Imprint. More information on *Wired for Good* is available at the following web site: <http://www.josseybass.com/WileyCDA/WileyTitle/productCd-0787962791.html>

Welcome

Welcome to the Implementing Operations Software for Lasting Change (ILC) Email-based training. This training will introduce you to the process, concepts, and tools of implementing operations software. In this training we will address implementing an operations software application for your YMCA but this can be adapted to other mission critical technology. In addition we will cover contract negotiation and Change Management.

Training Overview

We have designed this training to be completed in a group setting. In other words, you will be taking this training along with other YMCAs and will share assignments and participate in discussions using a web site created specifically for your training group.

Course Outline

This training consists of an orientation (what you are reading now) and four sessions. Each session will be delivered to you each Monday for the next four weeks. Each session is sent as a PDF file attached to an email just as you received this orientation. Along with each session you will receive a worksheet in Microsoft® Word. Each session should take no longer than one hour to complete.

For each session, you will complete the following three items:

1. Read the PDF file.
2. Complete the corresponding worksheet and post your worksheet on the web site to share with the group.
3. Post feedback on another participant's submission.

Homework and feedback should be completed before you receive the next session on the following Monday. In order to receive credit for the course, you must complete all three pieces for each session.

Note: You will also need to complete an assignment for this Orientation, which is explained later.

Course Credit

Upon successful completion of this training, you will receive a Certificate of Completion. In addition upon completion of all of the coursework you will have the opportunity to receive credit as a one day management module. The management module credit is optional and requires a small fee paid to the YMCA of the USA Certifications Department.

Course Content

This training covers the following concepts:

Orientation

- A course overview and explanation of the web tool you will use to complete the training.

Session 1 – Introduction and Negotiating a Contract

- . • Introduction to Implementation Process
- . • Negotiating a contract
- . • Creating a Business Case
- . • Designing your Network

Session 2 – Kicking off the Project

- . • Implementation Team
- . • Project Plan
- . • Communication Plan

Session 3 – Change Management and Training Plan

- . • Business Process Reengineering
- . • New Environment Training
- . • Pre-Conversion

Session 4 – “Go-Live”

- . • Deployment
- . • Testing Conversion
- . • Implementing Final Network

Moderators and “Flies on the Wall” *Moderators* monitor homework, discussions, and provide you with assistance, if necessary. The moderator is typically a Y-USA staff person. One moderator is assigned to each training group. The moderator’s contact information was included in the Welcome email you received when you registered.

Flies on the Wall are individuals who serve as informal faculty. These people may, from time to time, post replies or comments on the Sharepoint site. They may also address questions about content and ideas. As observers, they are familiar with the OSS content and the training medium. “Flies on the Wall” may be past participants or Y-USA staff.

Using Sharepoint Team Services

In order to communicate with the rest of your training group, you will use a web tool from Microsoft® called Sharepoint™ Team Services. Sharepoint is a web site that allows your group to post documents, engage in discussions, complete surveys, and more. For each session, you will have one assignment that you will post on the Sharepoint site to share with the group. You will also view the assignments of others and comment on them using the site.

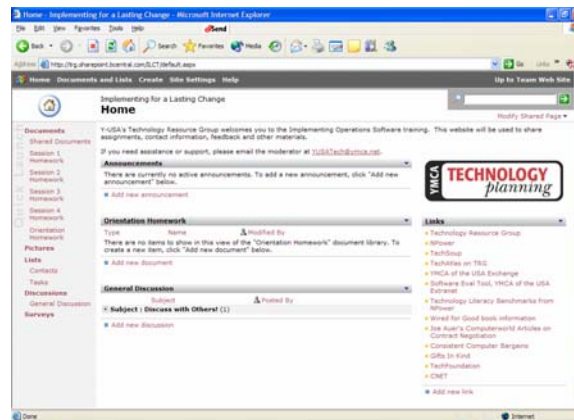
Your Assignment

Your first assignment is to visit the Sharepoint site and complete several tasks. Please make sure you complete this assignment before you receive Session 1 of the training. Follow the steps below.

1. Access the Sharepoint web site

1. Find the Welcome email you received that contains your Sharepoint username, password, and the link to the site.
2. Click on the link in the email to go to the site.
3. Enter your username.
4. Enter your password.

You should now be on the Sharepoint homepage where you will see the YMCA Technology Planning logo. In the title bar at the top of the window, you will see your ILC group number. Refer to the sample screen shot below.



In the middle of the screen you will see two sections: Announcements and General Discussion. The moderator of the group will use the Announcements section to post any information that the group will need. You will use the General Discussion section to post any comments. Later you will use the Documents section to add your homework.

On the left side is a menu of links starting with Documents and ending with Surveys. You may click on Documents at any time during the training to access documents for your reference. You will use the Survey link to complete an evaluation at the end of the training.

2. Enter your contact information to be shared with the group.

1. On the Sharepoint homepage, click the link labeled **Contacts** on the left side of the screen
2. Click **New Item**.
3. Fill in the fields you wish to share with group.
4. Click **Save and Close**.
5. In the very top left corner, click the **Home** link.

3. Post a new Document. Find a sample IT document or processing instructions from your association and share them.

Note: You will follow these steps when posting homework assignments.

1. On the Sharepoint homepage, under the Orientation Homework section, click the **Add New Document** link.
2. Click the browse button and find the document you want to share. This can be an IT policy document, network diagram, RFP, technology plan, acceptable use policy or any document outlining how to complete a transaction at your YMCA (like enrollment).
3. Click **Save and Close**.
4. In the very top left corner, click the **Home** link to return to the homepage.

4. Post a discussion item.

Note: You will follow these steps when posting feedback on another participant's assignment.

1. On the Sharepoint homepage, click the heading bar called General Discussion. This should open a larger area with only discussion items listed.
2. Click on the subject of the discussion item that you would like to reply to. In this case, click on the discussion item with the subject of "Discuss with Others." Click the link that says **Post Reply**.
3. Type your reply in the text area.
4. Click **Save and Close**.
5. To view all discussions and responses, click the **Expand/Collapse** link.
6. In the very top left corner, click the **Home** link to return to the homepage.

Congratulations! You have completed your first assignment.

Future Assignments

There are four more sessions in the Implementing Operations Software for Lasting Change. For the first three sessions your homework is to complete an Implementation Worksheet. At the end of each session you will post your worksheet on the Sharepoint™ site. Then you will need to comment on someone else's' document in the general discussion. Then final session you will be completing and customizing an implementation plan.

A Few Parting Tips

We want to help make your training run as smooth as possible. Please help us by following the guidelines below.

If you are having any sort of technical difficulties or need help using the Sharepoint web site, please contact your training moderator directly by emailing YUSATech@ymca.net. Do not post requests for technical assistance on the Sharepoint site.

Keep in mind that your group's web site is a place for productive discussion on the topics you will read about during the training. Please make sure your feedback is constructive (no negative criticism, please!) and is focused around the concepts of the training.

To help keep things organized, make sure you follow the instructions in each session for how to label your homework postings.

Finally, good luck and have fun! Look for your first session next week.