

Tips for Running Projects Remotely

Best practice is still best practice, but more so now!

- Concise meetings with clear agendas
- Preparing in advance, document any actions
- Hold regular reviews
- Consider training and change management
- Centralised, accessible project documentation
- Storing documentation in a DMS and/or MS Teams (but avoid duplication)
- Having an overview spreadsheet, RAID logs, project plans, etc

Project reviews

- Ask if this work is still a priority, if new systems should be on-prem or if cloud is more appropriate
- Continue to keep in touch with the business throughout the project
- Process mapping and policy reviews need to reflect online working now, i.e. no paper-bound processes
- Check that supplier timelines are still achievable

Maintaining team working

- Be aware that training, deploying, maintaining and using systems in isolation from colleagues requires additional support
- Without floor walking and the proximity of local super users, you'll need to ensure more resource to accommodate support calls and keep the load off the support team
- Incorporate a channel for feedback from colleagues after go live so that you pick up reactions 'on the street'
- For people on furlough: Agree contacts in their absence, and manage spikes in training and home working support on their return

Deferral/re-evaluation

- If you need to defer a project, try to have a restart date in mind. If this is communicated to and agreed with suppliers then a restart will be smoother and will prevent further delay.
- Requirements gathering can still be completed, especially if the workload is quieter.
- Check that project objectives and requirements previously gathered are still valid for the new normal.

Lay solid foundations

- Consider networking, not just from the office but for people working from home (e.g. broadband – subsidise higher speeds?)
- Deploy laptops across the firm to provide an assured desktop environment (e.g. all with MS Office 365)
- Create/update a policy for working from home to set guidelines, consider mental health, etc
- Make sure the conferencing technology you are using is available to all
- Need to assess problems, e.g. is it a hardware problem, software compatibility, user related, etc
- Test the online meeting technology in advance and always join calls early to double-check/help others

Practical considerations

- For online meetings have documents/presentations open and ready on your desktop and have reference documentation available on a separate machine or in hardcopy
- In intensive periods of the project try to ensure the project team have meetings every morning and afternoon
- For communication with end users use time in pre-arranged meetings (Practice Group meetings) to avoid "Zoom fatigue"
- Use video if possible, to maintain eye-contact on meetings
- Introduce breaks into longer online meetings to maintain focus
- Assign clear meeting roles including a scribe and an organiser separate from the speaker/s to administer comments, questions, etc
- Use separate cutover/comms management for other initiatives deploying at the same time to help project managers maintain focus on the primary objective
- As people return to offices, consider how combined onsite/offsite meetings will work
- Be prepared to adapt if things aren't working

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