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C70 OneCMS processes review

	B	C	D	E	F
1				THEME 1	OneCMS Ecosystem's processes and tools will continue to evolve in 2017
2				THEME 2	Team member's experience with the various aspects of OneCMS ecosystem is increasing, yet for the most part represents a limited % of the population
3				THEME 3	It's an emotional venture for team members-they are being asked to do things differently
4				THEME 4	People's sensibilities are project focused—tied to their team's accountabilities and preferences
5	unmet promises			THEME 5	System is flexible—yet non-negotiable aspects not articulated or understood
6	steering mtg			THEME 6	Current training/resource support targets specific tools and processes as needs arise
7				THEME 7	Training and Cont Ops team interaction with project teams lacks continuity and is on an as needed basis-making making collaboration difficult
8				THEME 8	We need to consider both internal and vendor point of views
9				THEME 9	We have an assortment of documentation but people aren't aware or have time to search for it
10				THEME 10	We lack full spectrum of learning solutions to achieve team member proficiency
11	Timing	Action Plan		Challenge	Suggestions
12	2016	Articulate Overall OneCMS training/support strategy		THEME 6	Need to really change the strategy, or articulate one. What requires just-in-time training and what could be handled by quick videos or teams themselves adapting the contents of the video training to their particular project? (JR)
13	mid Jan 2017	Quantify resourcing needs for 2017		THEME 10	Need to map anticipated project and # of users for 2017 (MF) Need to estimate # of hours of training development and delivery needed for each tool in OneCMS system (MF)
15	2016	Define how as three groups, (TG Trng, PDMU, Content Strategy), we establish a unified OneCMS presence to the broader HHM community		THEME 1	Establish coordinated presence to PDM to lessen PDM team member confusion and to reinforce sense that all of these different resources/trainings fall under one umbrella of the OneCMS ecosystem (MF)
16				THEME 4	Single focused OneCMS support team with a VP. (MM)
17				THEME 6	OneCMS training should not be dissected between two groups. We should have a cohesive group, all working under a single leadership plan. (MM)
18				THEME 7	Work with TG on a long-term strategy for training and continued support—whether internal or external (JJ)
19				THEME 7	Weekly check-in between Habitat Implementation and TG Training teams (TS)
20				THEME 7	Weekly check-in with OneCMS Eco stakeholders to talk through current approaches and resources (TS)
21				THEME 9	Ensure Cont. Str. and training is consistently pointing users to same resources (TS)
22	End-to-end 2016 Roadmap Jan-17	Publish, communicate, and maintain high-level information • End-to-end graphic overview • 2017 Roadmap		THEME 1	Overview One pager/Interactive diagram
23				THEME 1	Share out 1-page workflow diagram (JL)
24				THEME 1	Continue to link most documentation to this workflow as a way to contextualize. (JL)
25				THEME 1	Communicate 2017 roadmap for development
26				THEME 1	Indicate what is/isn't supported and – where known – target timeframes for transitional areas. Share widely with all levels via Steering & Champions meetings.(JL)
27				THEME 1	Maintain roadmap and be transparent about shifts in priorities and target timeframes. (JL)
28				THEME 1	Communicate high level to org, establish approach to provide updates
29				THEME 6	High Level end to end interactive workflow with links to resources for each step/task (TS)
30				THEME 6	Record an introductory training to precede any system-specific training that covers the workflow diagram? (JL)
31				THEME 9	(I'm sorry I sound like a broken record!) Link all documents back to 1-page overview. (JL)
32				THEME 9	Include "coming soon" so people get a sense of what is being developed. (AH)
33					Add links to key docs in workflow doc to get a sense of what is needed at different point in the workflow. (AH)