Early warning signs your deployment is going badly

Help! (from the Help Desk)

Your help desk is swamped with calls because new users are clueless. You wonder what it's costing in overheads.

This thing doesn't work!

Users are panicking and fuming. Things aren't working as they are supposed to. You find that some basic best practices are not well understood. Why?

Can we push this out?

Managers ask to postpone the deployment or even eliminate it for their people. The trend is spreading. Not good.
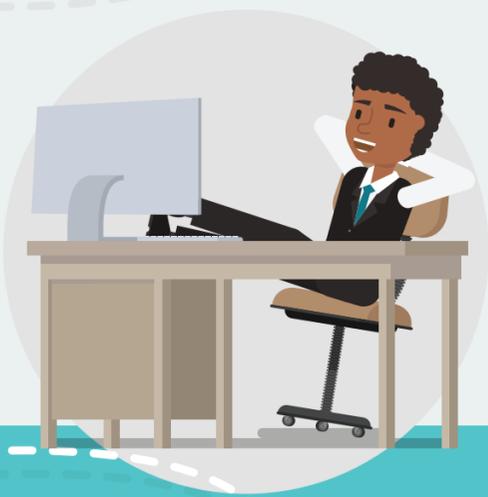
We'll do our own thing.

A few managers begin conducting their own training sessions instead of (or in addition to) yours. What's being communicated in those sessions?

Next time, can you include...

Proactive learners make a list of items that should be covered in the training. Your trainers tell you that they would be from now on. So why weren't they included from the beginning?

Wait until it improves.

Few months have passed, managers are telling their people not to use the new tool until the company gets its act together. They say everyone's having trouble and wasting valuable time. The word is spreading.

Are they using it?

You conduct a survey to see how many people are actually using the new tool. You suspect the results will be bad, and wonder if you should have monitored this from the beginning.

Nice, but I don't need it.

You interact with your users and notice that they find alternatives to using the new tool. When asked, they either have an excuse or say something like "nice, but I really don't need it."