

Keep Austin Moving Forward

The Convention Center's eRecords Journey to the Cloud 



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Speakers



Jeff Moore
ACC
IT Manager



Kim DeCola, CRM
ACC
Information Administrator



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Access Sciences
Director, Technology



Outline

- Balanced and practical approach to implement enterprise collaboration and records management
- Office 365 capabilities and extensibility to support collaboration and records compliance
- Roadblocks along the journey and how to pave the way for future success

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History

- Neal Kocurek Memorial Austin Convention Center
- Built 1990-1992, Expanded 1999-2002
 - Six city blocks
 - 800K sq. ft.
 - 240K sq. ft. column-free consecutive exhibit hall
- LEED Gold Certified facility
- 100 percent renewable energy
- Diverts 50% of waste from landfills by recycling, reusing and composting

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The Business Problem



Mobility

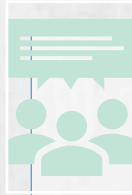


Information Management

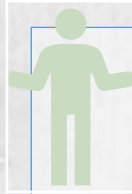
Business Drivers



Access on the go



Client
Collaboration



Public Information
Requests



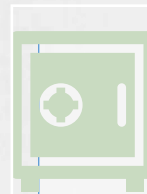
Compliance with State
laws and Austin City
Code



Finding the right
document and record



Easier disposition of
records

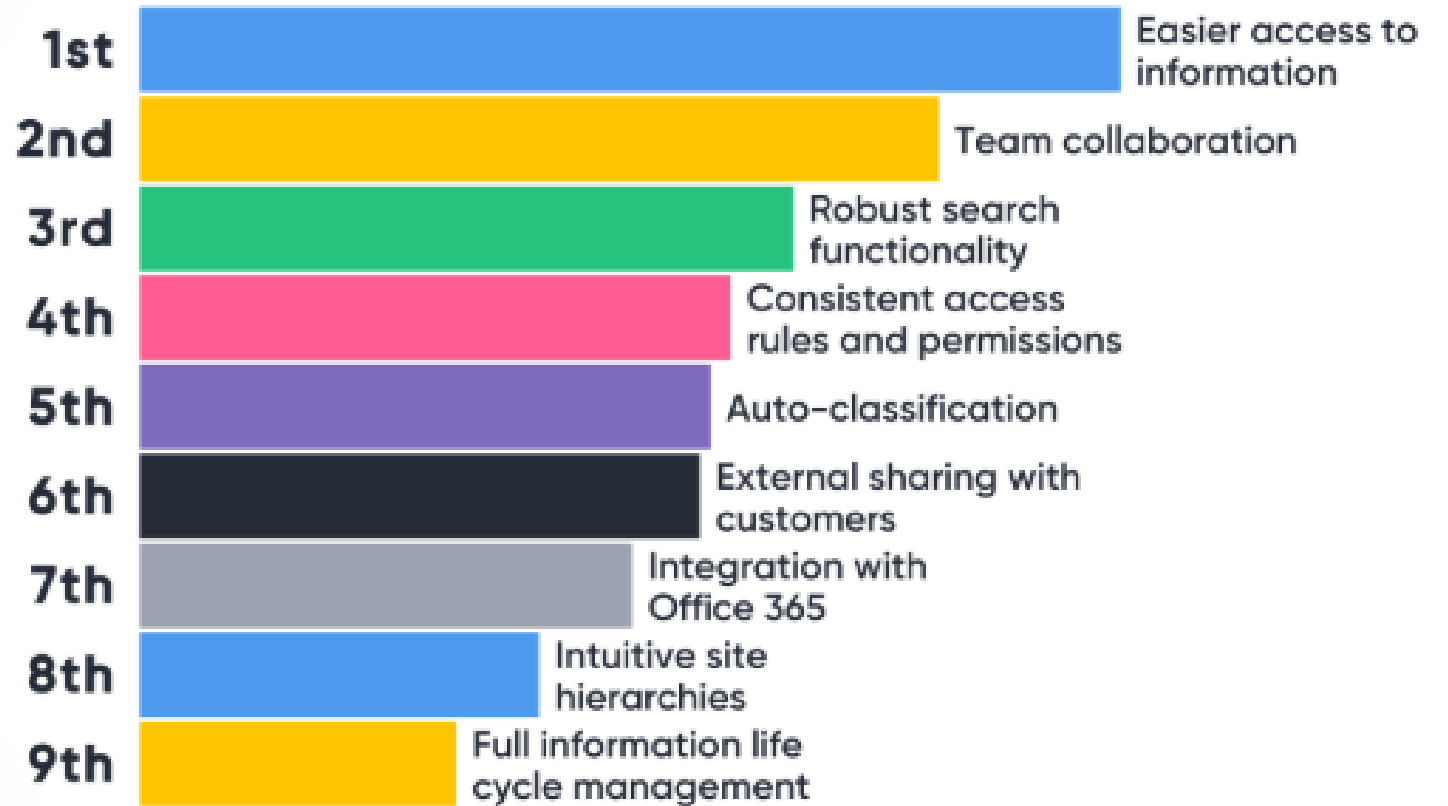


Protection of records

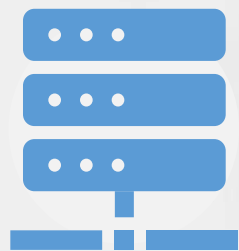


Areas of Focus

SharePoint Solution Benefits



Target Solution



CENTRALIZED,
CLOUD
ACCESSIBLE
REPOSITORY



WITH METADATA



ACCURATE
INFORMATION

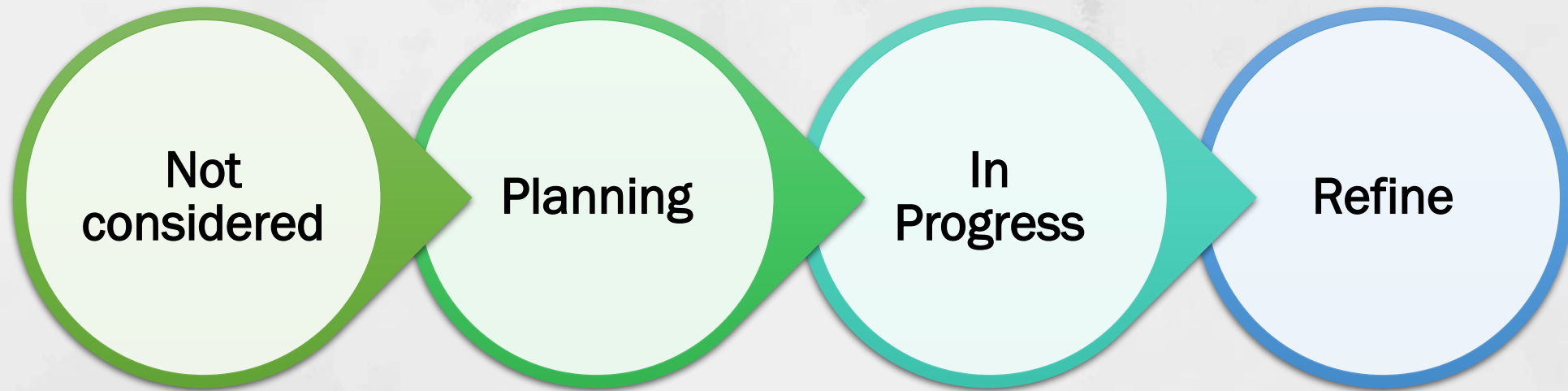


LESS
DUPLICATION OF
DOCUMENTS,
SHARING LINKS



LESS EMAIL
TRAFFIC

POLL - What Stage Are You In?



The Solution



What We Heard

Office 365 with
SharePoint Online

Access anytime,
from anywhere, any
device.

Effective Search

Collaboration and
Records
management

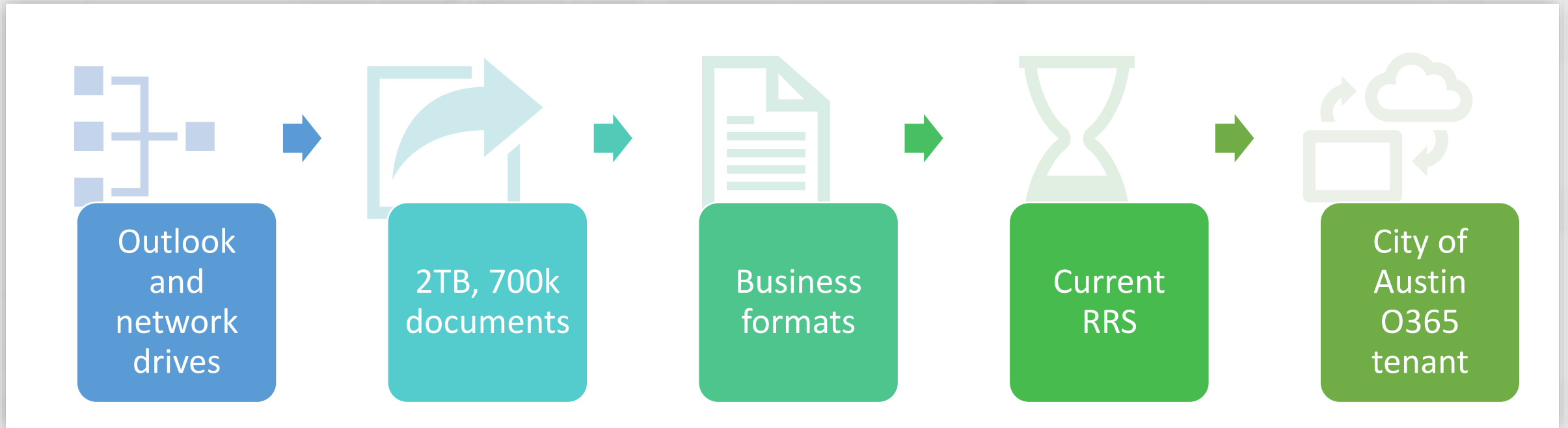
Scalable

Modern

Sustainable

Future Integrations

Current State



o365 Records Management

Current

Time based
and event-
based triggers

Disposition
Process

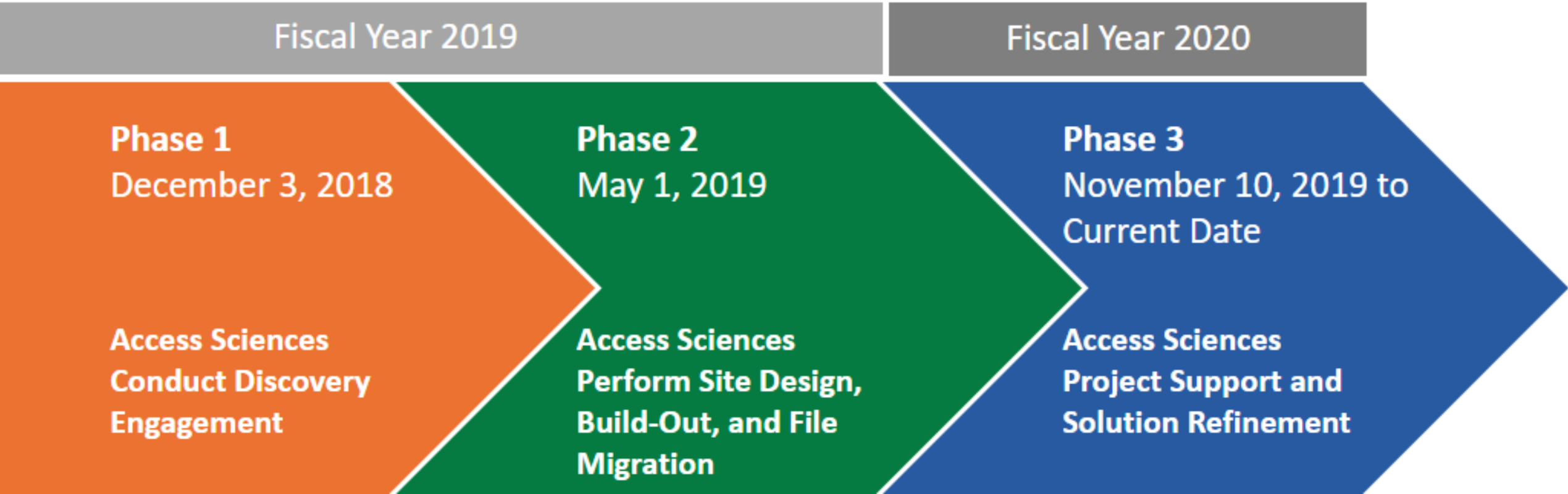
Records in
place

Future

Dynamic
Labels

Disposition
Review

Approach



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Phase 1 – Plan & Design

Discovery

- Business Stakeholder Workshops
- Content Analysis
- Environment – Single tenant

Requirements

- Records Management
- Search

Design

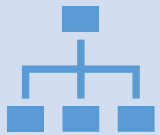
- Content Types and IM Policies for RM
- ACCD-specific Content
- Custom Search

Build Plan

- Implementation by group
- Migration plan

Phase 2 - Implement

Business Group Engagement



BUILD SITES &
INFORMATION
ARCHITECTURE



DETAILED MIGRATION
ANALYSIS



PREPARE FOR
MIGRATION

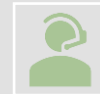


MIGRATE WITH
SHAREGATE

Phase 3 – Refine & Scale



Training - IT, Divisions



Adhoc o365 Support



IM Policies to Labels with G5



Disposition Report with G5



Custom Search - Refiners within Modern Search

Change Management & Governance

Governance plan

SharePoint governing board

Change request process

Support model

Continuous feedback

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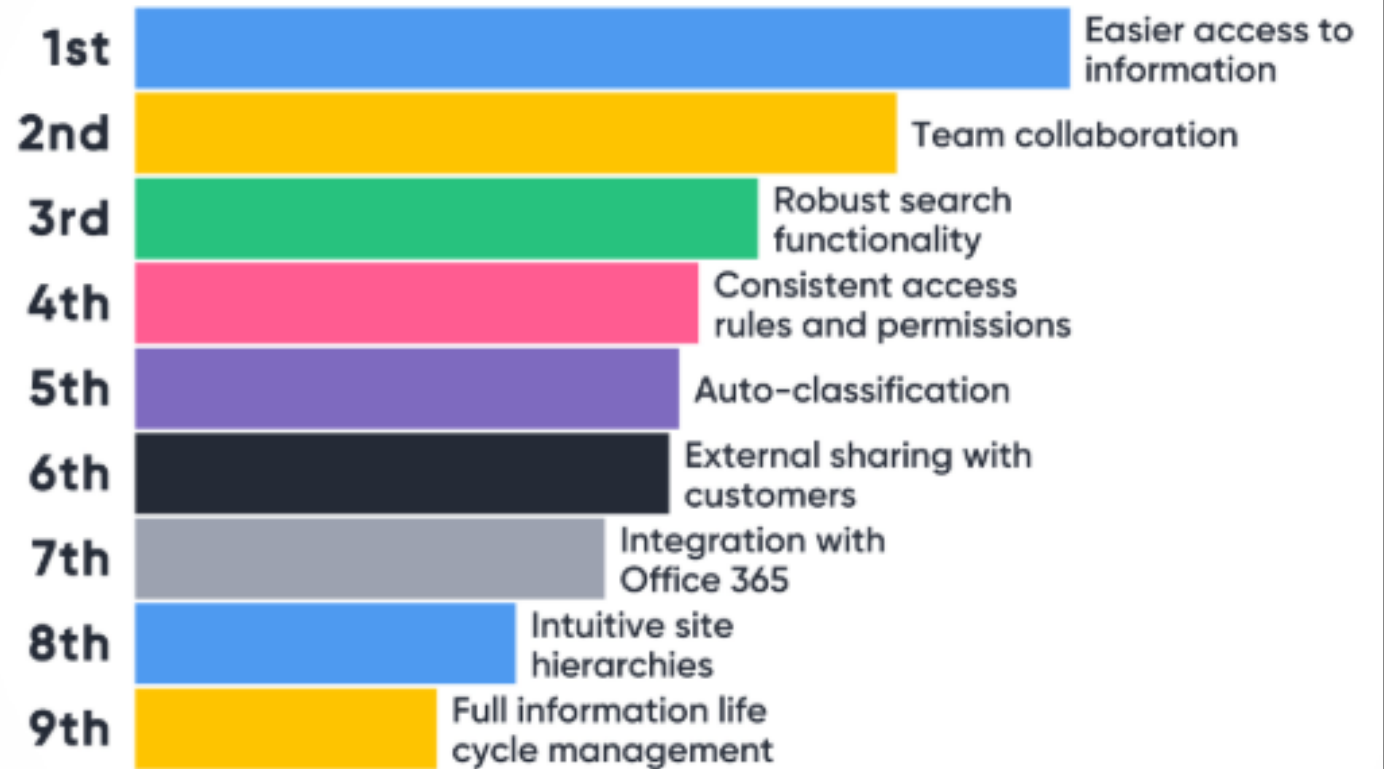
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Did we succeed?

SharePoint Solution Benefits



Did we succeed?



USAGE
METRICS



FEEDBACK



TICKETS/ISSUES

SharePoint vs.
Shared Drive
growth

Page view
trends

Did we succeed?



USAGE
METRICS



FEEDBACK



TICKETS/ISSUES

"I really like the ability to have a single draft document that **everyone can collaborate on simultaneously**. This eliminates the numerous draft documents we have emailed back and forth."

"As someone who used GoToMyPC for many years to access information - **I love that everything is online in one place**. One login to SharePoint and I have all my information."

It's nice to be **able to work with online documents with other people at the same time**. Obviously,

I really **like the "drag and drop" method for uploading files** to the SharePoint site!

I also **love the version control capability**. In a shared drive it was so easy for people to make accidental changes and there was no way of knowing the main feature is only

Did we succeed?



USAGE
METRICS



FEEDBACK



TICKETS/ISSUES

No major
software
issues

Reinforce
training



Lessons Learned

POLL - What are some of your biggest challenges?



Right People at the Table



Too many/other systems



Unmet Compliance Needs



Complex Technology Environment



Change Management



Cloud Security Concerns

What Went Well

Executive Sponsorship

Right IT/IG Staff

Right Foundation

Agile approach

Communication and Feedback

User Acceptance Testing

Consistent Momentum

What We Would Do Differently

Shorten gap between build-out and usage.

Earlier exposure to end solution

Global Tenant Administrator involvement

Continuous Change Management

Timing for Governance Processes

More Realistic Migration Plan

What Lies Ahead

Teams Provisioning

Power Automate
and Power Apps

Email Integration
(Harmon.ie)

Teams, Outlook,
OneDrive
Governance

City of Austin
Departments



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Questions

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