



Who?

Paul Tait, Lambeth

What?

18 month project to help improve staff awareness of and ability to use broad range of O365 tools. Spent £275k on very visible and accessible team of five. Resulted in clear evidence of increased confidence with using the tools.

Why?

Some staff are put off traditional forms of tech support (e.g. Sharepoint announcements of Excel training). Staff respond better when advice is personalised and friendly. SaaS products change all the time and therefore support with upskilling is always needed.

Reusable Tools

Details of this approach - and it's ethos |
Job roles | training materials |
jumper and sticker designs.

Tips

- Make this support look and feel different so it's more visible, friendly and accessible
- Having different, colourful jumpers makes a difference!
- Ideally this should be permanent offer

Creating an internal digital engagement and training campaign

Paul Tait (Lambeth)





Making IT Work

Paul Tait

Delivery Manager

Lambeth Council

What was Making IT Work?

- **18-month project** intended to **improve staff awareness of and ability with workplace technology**, specifically Office 365
- Our £275k budget was spent entirely on **funding a team of five people** (plus some matching blue jumpers, plus some stickers)

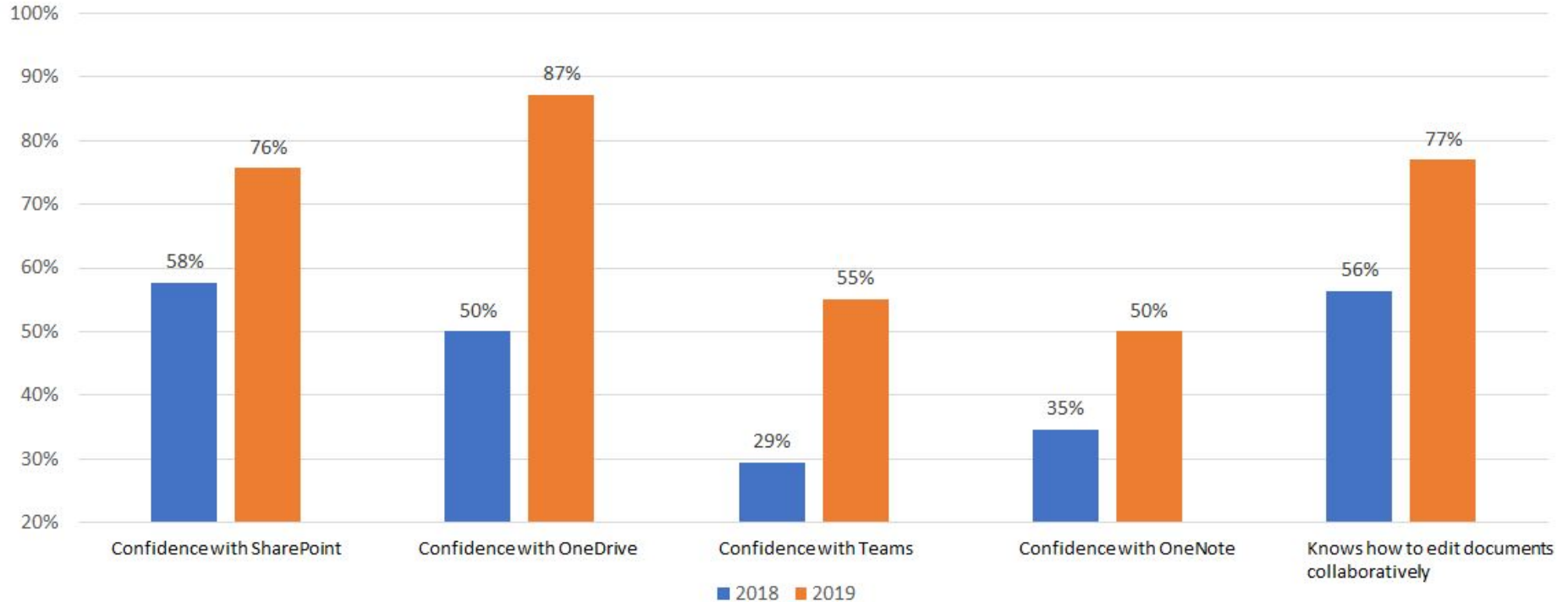


What made us different?

- Different people
- Different skills
- More accessible
- More visible
- Friendlier



Did we succeed?



Why did we succeed?

Traditional IT model:

The goal is to reduce demand by **limiting the number of ways people can approach you** and fixing their problems as quickly as possible

Making IT Work model:

The goal is to improve efficiency, **by making yourself as accessible as possible**, increasing knowledge in the workforce and uncovering hidden demand



What challenges did we face?



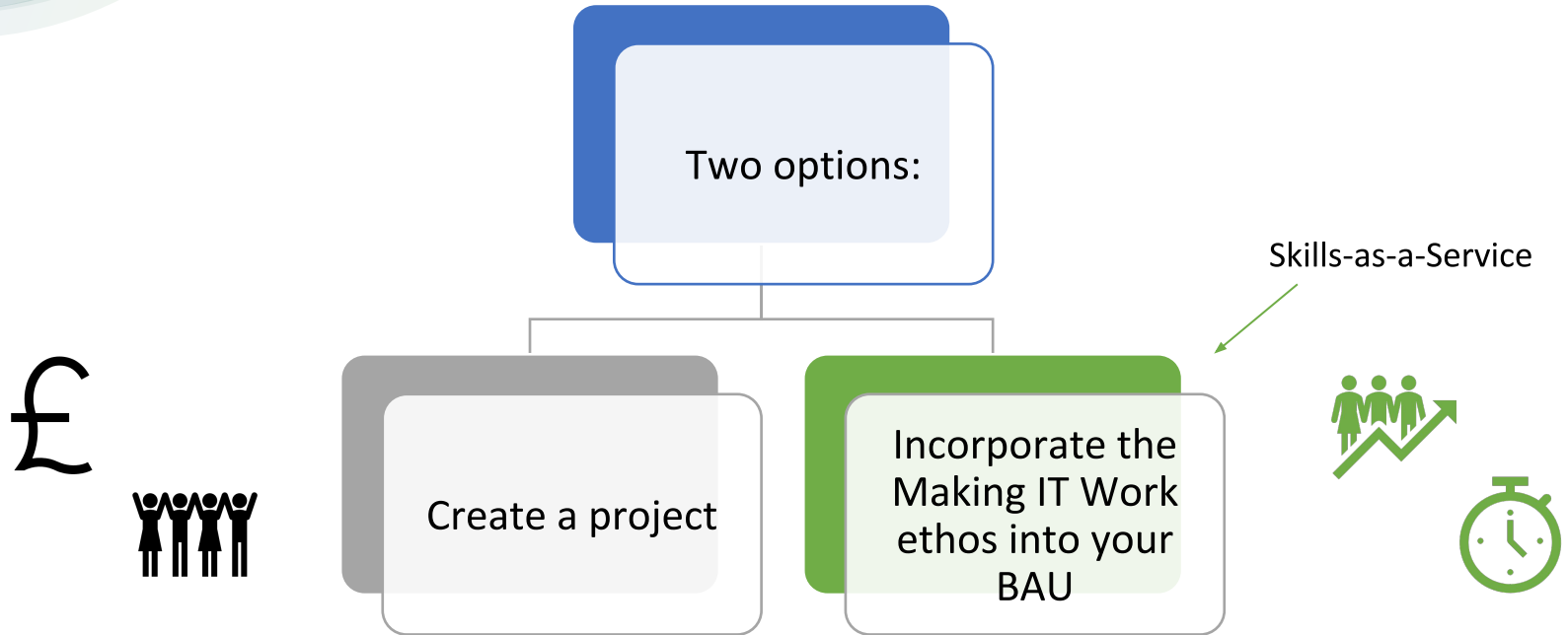
Limited time



BAU vs
project



How can you *#makeITwork*?



What I can share with you



My time



Job blurbs



Our survey



Our training materials and links



Our jumper design



Our sticker designs

Paul
Tait
Lambeth



Q&A

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