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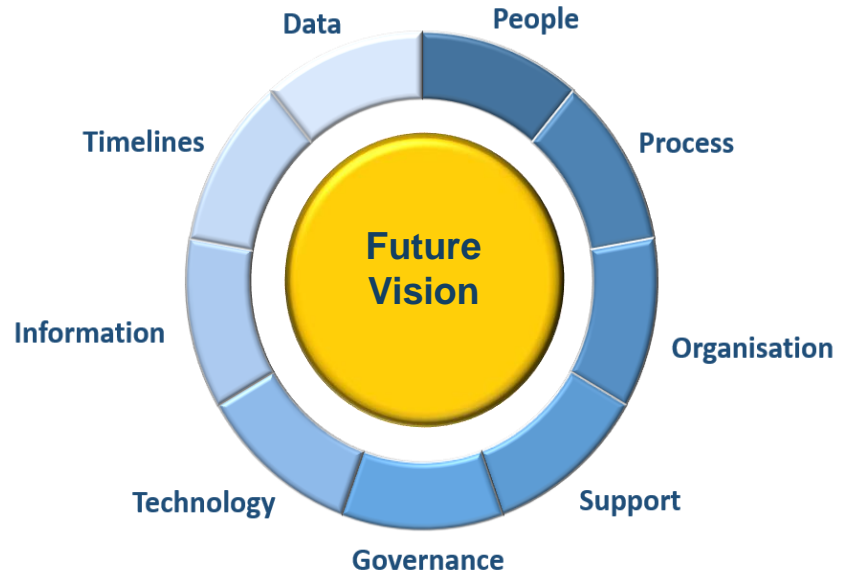
LANDFOLIO USER CONFERENCE 2019

# Corporate Sector: Best Practices /Lessons Learned



# Overview - Best Practices

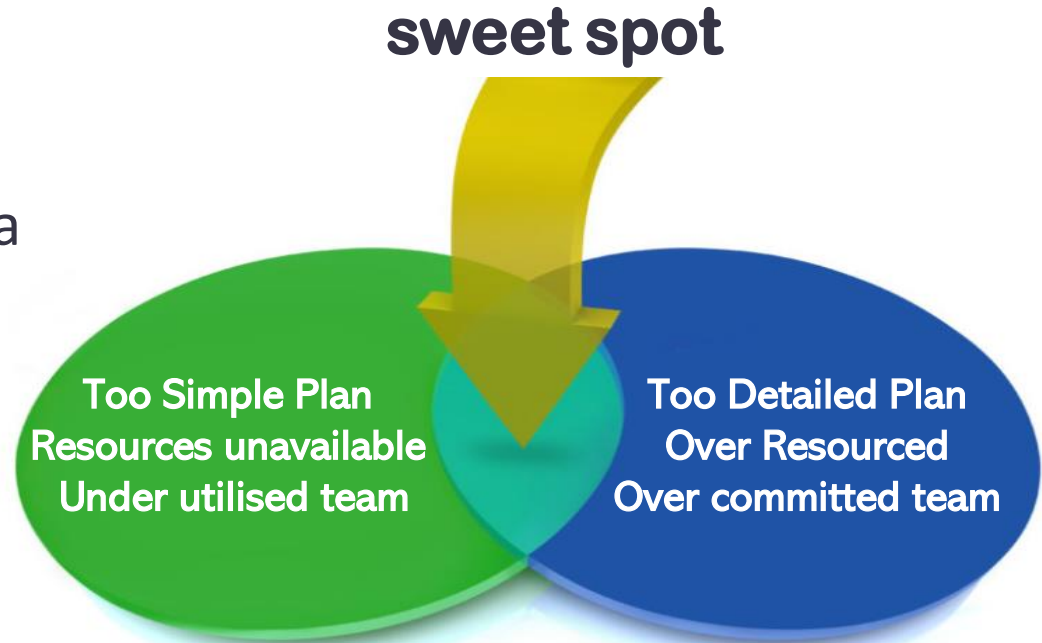
- Project Planning
- Collaboration
- Communication
- Change Management
- Workflow Design
- Iterative Approach
- Data & Documents
- Reporting
- Training and Support



# Project Planning

## Finding the balance

- Resource availability
- Team members have a day job!



# Collaboration

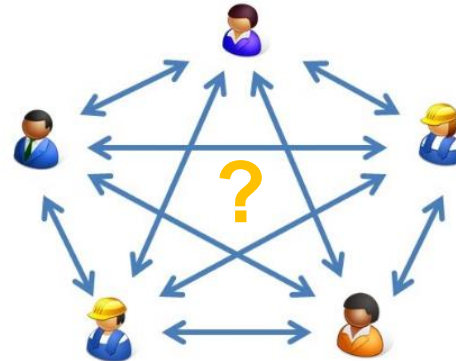
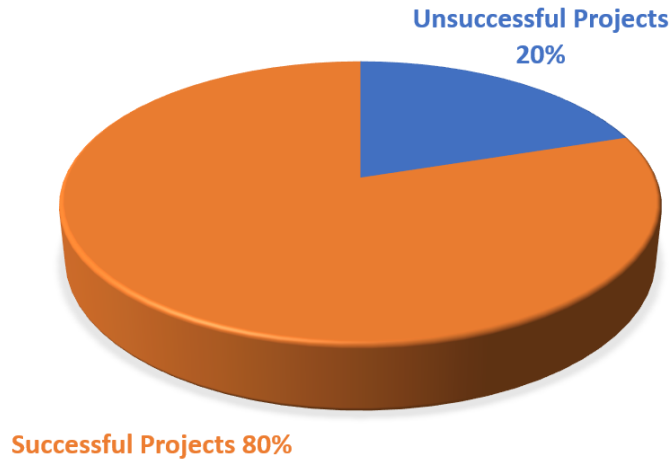
## A Collaborative approach to System Design

- Clients have the best understand their requirements and processes
- The Implementation team has an in-depth understanding of Landfolio
- Leverage all experience to develop the best system



# Communication

1 in 5 projects is unsuccessful due to ineffective communication



Source: ©2013 Project Management Institute, Inc. Pulse of the Profession In-Depth Report: The High Cost of Low Performance: The Essential Role of Communications, May 2013. [PMI.org/Pulse](http://PMI.org/Pulse)

# Communication

## Different interpretations ...



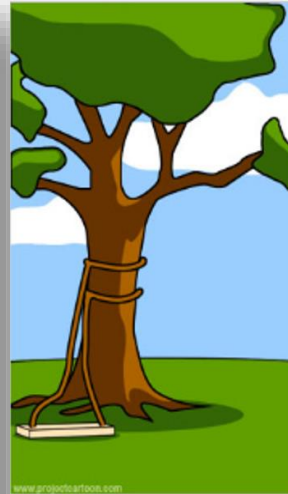
How the customer explained it



How the project leader understood it



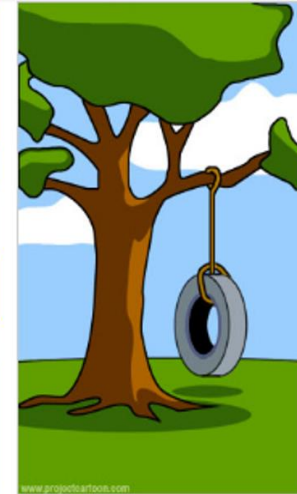
How the analyst designed it



How the programmer wrote it



How the business consultant described it



What the customer really needed

# Change Management

## Project Success is measured by Stakeholder Satisfaction

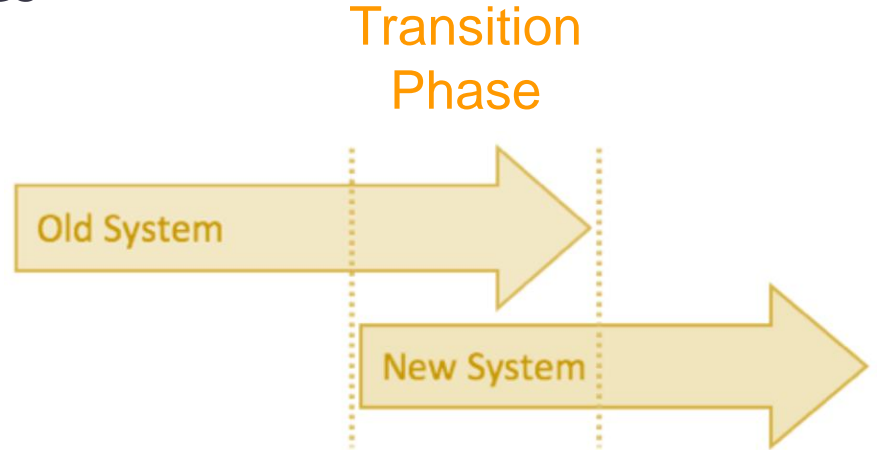
- Involvement & Participation
- Communication & Interaction
- Encouragement & Support
- Commitment & Sharing



# Change Management

Letting go is hard!

- Existing systems and processes
- Transition Phase
- Landfolio adoption

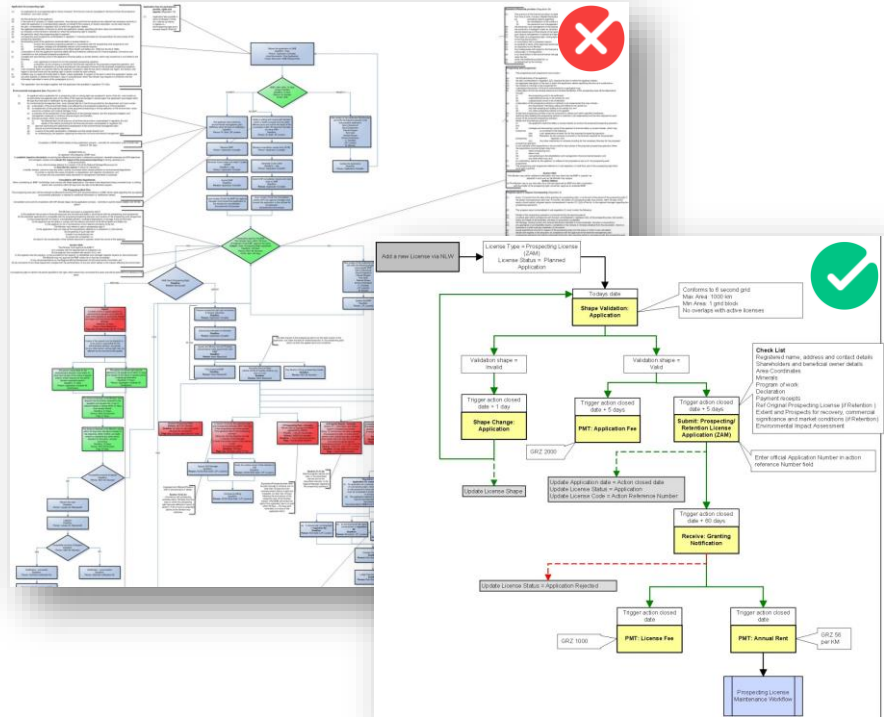




# Workflow Design

Keep it simple!

- Focus on the “Big Picture”
- Core Model
- Key information



# Iterative Approach to Design & Configuration

Stakeholder feedback during the process

- Design
- Implement
- Test / feedback
- Incorporate /Refine



# Data and Documents

## Phased Approach based on Priorities

- Focus on capturing critical current data first
- Then Post Go-live new data is added in Landfolio
- Review and Prioritize historical data capture
- Standardise file naming conventions

“Just because you have the data  
doesn't mean it belongs in the system”.

STEP 1

STEP 2

STEP 3

# Reporting

## Key driver to success

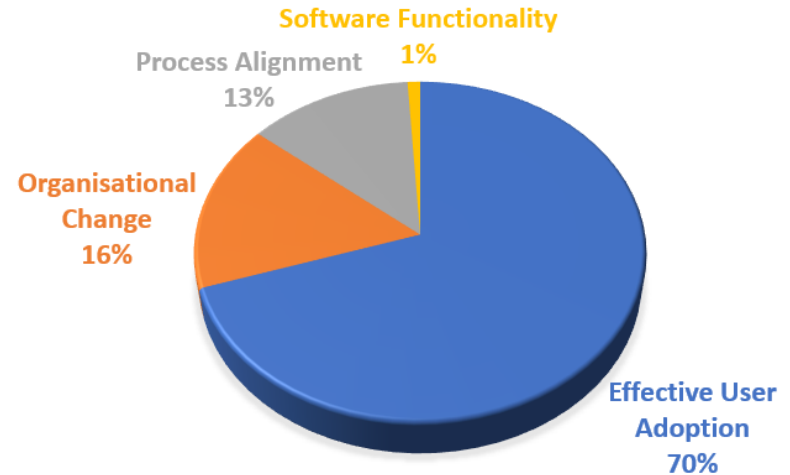
- Reflect the current “reality”
- Reports track progress over time
- Improving Completeness & Quality
- Reporting outputs included in design



# Training and Support

User Adoption = most important factor for realising value

- Effective Change Management
- Comprehensive User Training
- Post Implementation Support



Source: *Defining Enterprise Software" Success," SandHill.com and Neochange, 2008*

# Conclusion

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- Collaboration
- Communication
- Change Management
- Workflow Design
- Iterative Approach
- Data & Documents
- Reporting
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