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Questions You Need to Answer If You Want Your Tech Implementation to Succeed

We know from experience that a bad implementation can sink even the sturdiest of enterprise tech solutions. That's why we care so much about planning for implementations. Recently, we've written about steps you can take to ensure a smooth implementation when purchasing enterprise tech. Now, we're taking it one step further.

Here are 42 questions you need to answer if you want your tech implementation to succeed.

That's right – we're giving away our secrets from the trade. You can thank us later.

PRODUCT QUESTIONS

Why they're important: These questions are directly related to the technology you're implementing. If it's one niche application, or an entirely new contact center platform, your team needs to know what it does and who's going to use it.

1. How many people will use the new tech?
2. What products are being deployed? (Don't just say "a new contact center platform." List everything you're purchasing)
3. Where is each product being deployed? Which business units are using them?
4. Are there timeframes and windows to be aware of for deployment?
5. What is the new technology supposed to do for your end users?
6. Is each new team, user, and location ready for the new product?

PROJECT MANAGEMENT QUESTIONS

Why they're important: Every project needs a project management team. Whether you have an internal PMO or rely on external contractors, you should know your project management plan before you start, you know, managing the project.

7. Do you have an internal PMO group? (If so, how do you get resources from them?)
8. Do you have internal business analysts to allocate for this project?
9. Are there timeframes and windows to be aware of for deployment?
10. How will you track issues, action items, risks, and financial data?
11. Who will be your technical gatekeeper on the project?
12. Who will be responsible for authorizing changes or additional expenses to the agreed-upon project plan?
13. Do any VPs or C-suite personnel need to be updated on project status? How will they get info on project progress?
14. How much time can your internal resources spend on the project? Who will cover their existing responsibilities?
15. Who will be responsible for drafting change communications?
16. Where will change management documentation live?

IT AND SECURITY QUESTIONS

Why they're important: Your new product needs to integrate perfectly into your existing ecosystem. That requires technical expertise and knowledge to make sure that any new tools are properly integrated.

17. Who are the IT partners that will be delivering the project?
18. What will the architecture validation process be like?
19. Who signs off on the final design?
20. What are the timeframes required to get on the IT change management schedule?
21. How will you ensure that your new solution meets the security standards of your company?
22. What software will this tool integrate with? How will those product owners be engaged in the project?
23. Do you have the bandwidth you need to properly run this new product? If not, what circuits/WAN infrastructure do you need?
24. Will this application be used by WFH employees? If so, how will they access it?
25. Are there any hardware requirements you need to be aware of with this new solution?

FUTURE STATE QUESTIONS

Why they're important: You need to make sure you're all working toward the same future state. During an implementation, a lot of different people take on a lot of different responsibilities. Defining the future state makes sure they're all working toward the same goal.

26. Who will be responsible for the technology once it's implemented?
27. How will you decommission any tools, software, or products that you're replacing?

28. Who will manage the relationship with the vendor for the life of the products?
29. How will users submit helpdesk tickets when they have issues?
30. What needs to be done to make sure the business and IT are prepared to troubleshoot the new architecture?
31. How will users be onboarded?
32. How will users be offboarded?
33. Are there any reporting requirements for the new tool, or any KPIs? Who is responsible for managing these reports?
34. How will you communicate requests and issues to the vendor?
35. What is the escalation protocol with your vendor if you need to urgently solve problems?

TESTING AND TRAINING QUESTIONS

Why they're important: If you don't train people, they won't know how to use the new tools. If you don't test the new tools, they won't work properly. These are crucial questions that can't be answered with "we'll figure it out later."

36. Will training be internal, or will it come from a vendor resource?
37. Who will need to be trained?
38. Will training be in-person, online, or via video?
39. How will you track training programs?
40. Where can employees go with questions after the new tech is implemented?
41. What teams need to be included in UAT and other application validation?
42. Who signs off on successful completion of testing?