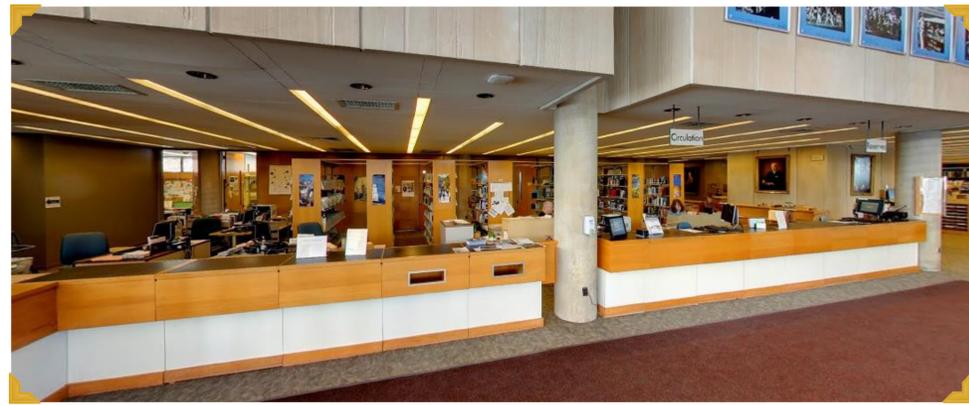


Staff as Essential Project Stakeholders: the role of team members in service desk move

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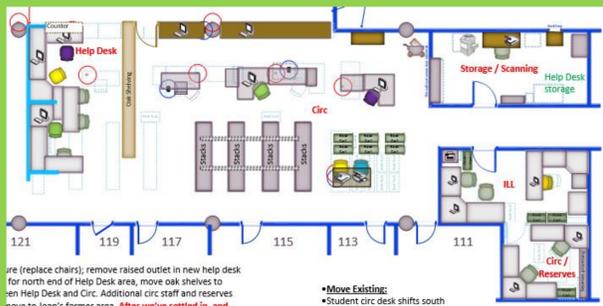
AFTER



BEFORE



The Project



One result of the recent merger of our Library and ITS departments was the **moving of the IT Help Desk** from its inconvenient 3rd Floor location to be co-located with the library Circulation Desk. As you can imagine, this involved considerable rearranging of existing services. To achieve this undertaking, we utilized many project management concepts.



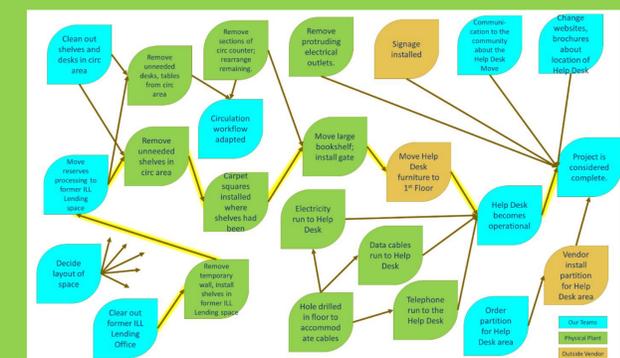
Stakeholder management ensures success.

STAKEHOLDERS are the people involved in or affected by the project. We already knew that our **patrons** would prefer the Help Desk to be in a more convenient location. **Administration** saw this as a strategic effort and supported us financially. Therefore, most of our stakeholder management centered on the **STAFF** whose workflow and “territory” would be affected. We worked hard to include Circulation and Help Desk staff before and during the project, and conduct ongoing follow up. A vital component was when we met as an entire group and brainstormed ways to arrange the space. The result was buy-in from those whose cooperation mattered most.



Dependencies are key.

Many of these tasks could not be accomplished simultaneously, but involved a **DEPENDENCY** – one task must be completed before another one could begin. It is important to ascertain these dependencies so that the project is not held up. By making a diagram such as that below, we could determine the tasks that had dependencies and those that could be performed independently. The blue tasks show the importance of staff involvement.



Task lists.



There were a number of **TASKS** associated with this project. It was important to assign an “owner” to each task, the person whose responsibility was to see that it was accomplished. Ultimately, it was up to the two team leaders to ensure that the tasks were carried out.

PMI. Project Management Institute, Inc., 2015. Web. 20 Mar. 2015.
Information Technology Project Management, Revised. Schwalbe, K. 2010. Cengage Learning; 6 edition.
All diagrams and photos are original (by Beth Bohstedt).