

Digital Workplace Strategy and Roadmap

Develop and maintain an effective virtual work environment.

Over the past several years, many associations have rapidly transitioned from traditional office spaces to virtual environments. To keep operations running, they have developed digital workplaces from collaboration tools like SharePoint, Zoom, and Teams. Digital workplaces are now integral to the modern work experience.

What is a digital workplace?

Almost every association is completely dependent on virtual meeting platforms (e.g., Zoom, Google Hangouts, Teams), file sharing platforms (e.g., Microsoft SharePoint, Dropbox, Box), and project management tools (e.g., Asana, Trello, Basecamp) to get work done. Collectively, these tools become a “digital workplace” for organizations that need to complete work outside a traditional office.

Unfortunately, the rapid adoption of digital tools over the past several years has led to organizations—and sometimes individual departments—implementing systems without having time to define a clear strategy or develop governance and standards. This often means that the association is paying for multiple tools with overlapping functionality.

Now that more associations are embracing work from home and hybrid work options, it’s important that organizations take a step back and look at all the platforms in use. The challenge of creating a successful digital workplace is not in acquiring tools but in learning how to use those tools effectively.

The difference between a disorganized digital workplace and a successful one is a practical and enforceable strategy that includes file storage standards, communication and collaboration standards, and staff competency expectations. In an organization with a successful digital workplace, staff store files and information according to organization-wide guidelines, and they use consistent digital communication channels to collaborate with colleagues. Staff are aware of all productivity tools available to them and have the training to complete a defined set of digital workplace competencies.

DISORGANIZED DIGITAL WORKPLACE

- Staff struggle to locate and organize files.
- Staff use multiple digital communication channels to collaborate across the office.
- Departments are unaware of the available tools, so they implement redundant technology.
- Staff don’t understand how to leverage the full functionality of the tools, so they give up and use manual workarounds or unauthorized systems.

SUCCESSFUL DIGITAL WORKPLACE

- Staff store files and information according to consistent guidelines.
- Staff use consistent digital communication channels to collaborate across the office.
- Staff are aware of all the productivity tools available to them.
- Staff have the training to complete a defined set of basic digital workplace competencies.

Figure 1. Staff in a disorganized digital workplace regularly encounter barriers as they try to work collaboratively. When organizations streamline their digital tools and establish standards, staff are able to collaborate more effectively.

How can DelCor help us develop a successful digital workplace?

Every digital workplace is different. An organization with 100 staff working remotely around the globe will use digital tools in a very different way than an organization of five staff that work in a physical office. You need to know what you want to accomplish with your digital workplace before you start purchasing and implementing digital collaboration tools.

We can help you identify issues with your current tools, define your business objectives, and develop a digital workplace framework based on your organization's requirements. While our services are always customized to your unique needs, we believe the following steps are important for any organization interested in improving their digital workplace.

Develop a Digital Workplace Strategy

It's important to figure out what your organization needs in its digital workplace so you can pick out the best tools for your staff. We can work with you to identify your digital workplace objectives and develop appropriate measures and tactics that will guide you to success.

Develop Digital Workplace Standards and Guidelines

Using the objectives from your strategy, we can help your team create simple standards and guidelines for file storage, communication, and collaboration. Documenting these practical and enforceable guidelines will help clarify how your organization can leverage its digital workplace tools to achieve your desired results.

Develop an Implementation Plan

After you've defined your file storage, communication, and collaboration standards, we can work with your team to develop an implementation plan that aligns with your organization's IT strategy and constraints. The implementation plan may involve software assessment consulting, training, and technical support.

Conduct Staff Training

DelCor can develop and deliver tailored training to your staff on your established standards and strategy. DelCor can also record this training for your organization to share with new staff or use as a reference. As with any governance initiative, adoption is an ongoing process that will require regular training and reinforcement.

Perform Technology Updates

Digital workplace improvements often require technical updates in addition to business process changes. Our technical experts can facilitate your cloud migration, configure Microsoft 365 security features, and implement a backup solution that will meet your organization's disaster recovery requirements.

Questions? Contact us.

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