

# SEVEN SIGMA TRAINING



## SHAREPOINT GOVERNANCE *f*-LAWS WORKSHOP: HANDY HINTS FOR THOSE WHO QUESTION ‘BUSINESS-AS-USUAL’

*“f-Laws are truths about organisations that we might wish to deny or ignore—simple and more reliable guides to everyday behaviour than the complex truths proposed by scientists, economists, sociologists, politicians and philosophers.”* Russell Ackoff

Understand the true meaning of governance and how this can provide you with a deeper insight into the workings of your organisation. Take home new practical tools that will aid you implement a more successful SharePoint project outcome.

**Duration:**      **Half day (Condensed)**  
                          **Full day (Expanded)**  
                          **Two day (Expanded with more tools and activity)**

### Course Aims

- Present SharePoint governance in a new light. Focus on the “blind spots” where the current published material is inadequate
- Cover lessons learned from Seven Sigma’s non-IT experiences in the fields of facilitation and sensemaking

- Present an alternative approach to business-as-usual SharePoint governance planning
- Provide quality information that is rigorous yet accessible, entertaining and interesting.

### Course Outcomes

- Understand the SharePoint governance spectrum beyond an IT service delivery lens.
- Develop your “wicked problem” radar and apply appropriate governance practices, tools and techniques accordingly.
- Learn how to align SharePoint projects to broad organisational goals, avoiding chasing platitudes and ensure that the problem being solved is the right problem.
- Understand the relationship between governance and assurance; why both are needed and how they affect innovation.

*“Finally...after 12 years in the IT industry a course which covers some of the fundamental issues governing project success. This course is a real eye opener and a must for all IT professional involved in project planning and delivery.”*  
 Stephen McWilliams, Solutions Architect, Auckland SWS WCM Team

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### Course Outline

- Sixteen SharePoint Governance *f*-laws covering all facets of IT disciplines and processes, highlighting common yet avoidable SharePoint mistakes.
- Pinpoints the key challenges that SharePoint specifically presents across:
  1. Organisational grounds
  2. SharePoint architectural grounds
  3. IT disciplines and pace of change grounds
- Explores how current trends in the broader information and collaboration landscape are affecting the priorities of collaboration and enterprise information management in organisations, as well as the investment vendors are making in the feature sets of their products.
- Results of recent studies conducted on what has worked and what has not for collaborative tools and technologies.
- How to identify and govern SharePoint for the "hidden" organisation.
- The Shared Understanding Toolkit consisting of more than 20 tools, patterns and practices for SharePoint governance, divided into:
  1. "What" tools
  2. "Why" tools
  3. "Who" tools
  4. "How" tools
- Explores the facets of collaboration model to determine the applicability of specific SharePoint features and technologies in particular organisations, situations and scenarios.
- Explores wicked problems and how to determine when a practice is "best", "good" or "worst".
- Stakeholder analysis and engagement, risk assessment, communications planning and accountabilities.
- Developing a great business case, ROI and measuring success.



As well as a comprehensive course manual, each attendee will receive a CD with a copy of the *Seven Sigma Shared Understanding Toolkit*, which includes templates for governance planning, roles and responsibilities, business case and ROI, information architectural maps, business process diagrams, and more!

***"I just came back from the best technology training I have had in years. It has taught me a great deal across ALL facets of the day-to-day work that I do as a SharePoint architect."***

Jess Kim