

LITTLER MENDELSON LLP FIRM-WIDE OS AND SOFTWARE UPGRADE.

Summary

The offices of Littler Mendelson LLP contacted me to assist them in a firm-wide software upgrade. They were in the process of upgrading their operating system from windows 95 to windows XP, as well as upgrading their office suite from 97 to XP.

Target population

Although the upgrade was firm-wide, I was allocated to work specifically at the Headquarters offices in San Francisco. The population included the Executive Directors, Partners, Associates, Legal support and technical support.

Duration of the project

The project lasted approximately 3 months. The classroom time varied depending upon the attendee: Executive directors and Partners were usually trained one-on-one on a scheduled basis. The associates were trained on the new features which lasted approximately 2 hours. The legal support staff were trained for 4 hours. The technical support staff was given an overview of what was being provided as training for the associates and legal support staff.

Programs used for Development

Because the retention and training program was classroom based the programs, the development tools were primarily the MS Office XP software suite. Specifically MS word 2002, and MS PowerPoint XP

Deployment Methodology

The deployment was specifically classroom based, and did include several QRG's (quick reference guides) and user manuals. They were provided at the end of the classes to those who asked for them.
