



VidyoConnect™ Transition Program Plan



The below program is a sample project plan for transitioning from VidyoDesktop™ to VidyoConnect™ for existing VidyoCloud™ deployments.

Plans should be further customized based on organization-specific needs and requirements.

Task	Resources	Due Date
Plan		
Review workflows for VidyoConnect & VidyoConnect for Mobile	VidyoConnect Overview	4-wks pre-launch
Review cloud analytics for the previous 3 months	Vidyo Analytics	4-wks pre-launch
Communicate the change and timing with executive leadership	Comm. Templates (below)	4-wks pre-launch
Request and test .MSI installer if required	.MSI Installer Information	4-wks pre-launch
Determine if VidyoDesktop can be uninstalled by central team	Instructions	4-wks pre-launch
Review Admin and Service Desk Tier 1 Training <i>*Access with support.vidyocloud.com credentials from your CSM/AM</i>	Admin & Service Desk Tier 1 Training	3-wks pre-launch
Review & execute VidyoCloud firewall requirements	Firewall Requirements	3-wks pre-launch
Ensure location tags are setup as appropriate per location	Managing Location Tags	3-wks pre-launch
Review end-user resources & communication templates <i>*Be sure to download and use the resources from the resource page</i>	In a snap video series	3-wks pre-launch
	End-user resources	
Document how end-users will access VidyoConnect		3-wks pre-launch
Create a resource page with Vidyo's end-user resources		3-wks pre-launch
Communicate		
Communication 1: Initial Notification	General Collaboration Comm. Templates	3-wks pre-launch
Communication 2: Resources and Education		1-wk pre-launch
Communication 3: Launch Day Notification	Healthcare Comm. Templates	Launch Date
Communication 4: Reminder of Resources and Education		1-wk post-launch
Communication 5: Post-Launch Survey	Sample Survey (General Collab)	Sample Survey (Healthcare)
		4-wks post-launch
Train		
Live, Instructor-Led Training for End-Users	Register for Training	On-going
OnDemand Training for End-Users	View Training	On-going
Go-Live!		
Readiness Review with your CSM/AM		1-wk pre-launch
Work with your CSM/AM to execute the launch		Launch Date
Review		
Review cloud usage data and analytics		Post-launch
Review survey results		6-wks post-launch