

Objective

Making the adoption process of the new way of working easier, ensuring people know what to do and give them an additional tool to which they refer if they have questions about the new processes.



Key User

As **Key User** I want to have easy online instructions on the NWOW. This way (1) I am able to recap the classroom training in my own time and practice with the system and (2) I can answer question of the End User and even share the demo links with them.



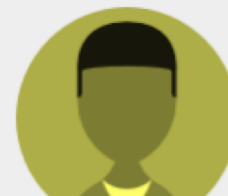
RTT

As **RTT** I want to be able to show the NWOW in the system in a more practical way via video. That way I can always go back and refer to these later. This way I am able to save time, because I don't need to give the explanation myself multiple times.



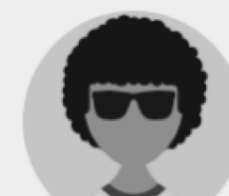
BSO

As **BSO** I want have a way to make changes in the system and update all related documents automatically. This way (1) future changes are logged consistently within all documents, (2) it saves me time and (3) I know for sure that I have not forgotten any documents that needed updates.



End User

As **End User** I want to be trained properly on what changes in my job and have one point of contact/ information. This way I am (1) sure about what I need to do after the go live and (2) know where to go to for information on my NWOW.



Helpdesk

As **Helpdesk** (first support) I want to have less tickets about the NWOW and have a place to refer to when I do get those tickets. This way I am (1) able save time and (2) provide a good answer without giving the instructions myself over and over again.