

## Lessons Learnt – Collaborative IT Platforms

### Observation:

Some people aren't comfortable learning how to use a collaborative platform (such as Sharepoint) and thus avoid using it completely. Platforms like these are only effective when all users use them.

### Issues arising:

- Confusion over the correct versions of documents in circulation.
- Not everyone being up to date with all the information or with a latest version
- Time wasted syncing/merging/replacing files.
- Inefficient use of the sharing platforms.
- Inability for team members to work remotely.

### Recommended actions:

- Ensure that all team members are trained in how to use the collaborative platforms available on the project, regardless of how 'simple' they are to some.
- Ensure team members feel comfortable enough to ask questions if they do not know something.
- Don't become impatient with team members who ask for help.
- Regularly check in with people to see if they still understand how to use the platforms.
- Ensure an environment of support is provided.

