



## Windows 10 Upgrade Solutions

Divurgent's Windows 10 Solutions offer our clients a proven, cost-conscious approach for the seamless upgrade of Windows 7 to Windows 10. This major network migration affects every endpoint across an organization and can have complex network challenges come up along the way. Our team of experienced Windows and Migration Experts works hand-in-hand with our clients to establish thorough project plans that consider organizational governance system planning, available technologies, opportunities to make new technology investments, and a top-to-bottom implementation design and deployment plan that allows clients to focus on their day-to-day knowing their network is secure and in good hands during a highly-complex technology migration.

### OUR PROCESS



#### Plan

*Kicking-off the project, Divurgent's team will manage the overall deployment design and establish a strong decision-making governance structure to employ during critical project milestones.*

- » Design Project Charter
- » Manage Monthly Governance Meetings



#### Discover

*Understanding and exploring technology options available for deployment tools is an important process in undergoing a large-scale upgrade. Divurgent's team will work hand-in-hand to identify technical architecture, software, hardware, and user data across end points.*

- » Recommend Deployment Tool
- » Conduct IT Asset Assessment



#### Assess

*After understanding the tools available to an organization, Divurgent's team will assess the compatibility of applications and infrastructure identified in the Discover Phase with Windows 10.*

- » Conduct Software Compatibility Assessment
- » Conduct Infrastructure Compatibility Assessment



#### Design

*An essential step to a successful implementation project is a well-designed deployment process. Divurgent's team takes a methodical approach to creating a deployment design to incorporate all people, process, and technology factors to consider for deployment.*

- » Identify Windows 10 Base Image
- » Define Deployment Process



#### Test

*Divurgent's testing methodology for complex technology implementations and upgrades ensures that our delivery team can test and evaluate the effectiveness of the deployment design before going live, ensuring every "i" is dotted, and every "t" is crossed.*

- » Deploy Tool Configuration
- » Test Plans & Results



#### Deploy

*With Windows 7 support ending in 2020, a tightly run, well-oiled deployment schedule is critical to the successful upgrade and adoption of the new operating system. Divurgent's team has successfully delivered expedited upgrade schedules to meet organizational goals with minimum impact to our clients*

- » Establish Pilot Test Plan
- » Establish & Manage Communications Plan
- » Recommend Remediations & Identify Issues
- » Conduct Pilot Test Assessment
- » Create Operational & Readiness Guides
- » Conduct Project Review & Lessons Learned
- » Launch Phased Deployment Plan
- » Design Training Plan & Materials



## INTRODUCING EMILY CARLSON

*Principal, Consulting Services  
Information Technology & Security*

Emily leads our Windows 10 Teams and has overseen successful client projects in the past 12 months – she's passionate about helping her clients manage, prepare for, deploy, and train employees on this important upgrade, as well as identify gaps in information security practices.

As a Divurgent Principal, Emily leads clients through a variety of projects and program initiatives, ranging from value-based care to mobile device management, and enterprise architecture security initiatives. She has been in the information technology field for over 20 years and has focused much of her career in the healthcare markets, including pharmaceutical, healthcare payer, and hospital system organizations.

Her professional sweet spot is in project management methodologies; she uses proven approaches to deliver best in class quality projects to aide strategic initiatives and grow revenue for her clients. Focused on transferring skills to her clients, Emily coaches and mentors organizations on Project Management disciplines and builds strong relationships across all levels of an organization.

emily.carlson@divurgent.com  
[www.divurgent.com](http://www.divurgent.com)

## RECENT PROFESSIONAL HIGHLIGHTS

**Client: major, not-for-profit health system geographically dispersed across the Eastern United States with an annual \$3B+ revenue**

- » Directed management of the Windows 7 to Windows 10 migration project team (PM, Microsoft, IBM Expertise) of all 35,000 endpoints across the client network. Responsible for budget, timeline, scope and risk management, and deployment across all markets within the organization.
- » Created Portfolio Level Project Plan, Budgets, and Resource Management Plan for Senior Executives, and serve as a Project Management Mentor for Enterprise Architecture Project Managers; help to grow and develop Project Management disciplines within the IS Team, including weekly review of all status reports, project plans, issues, risks, and change requests for open projects.
- » Created and Executed strategic plan for End Point Management; including contract negotiations with IBM and vendor partners. Full implementation of Inventory and License Management, Server Patch Management, Software Distribution and Operating System Deployment. Work with IBM sales leadership to negotiate ongoing contract terms, ensure resource availability and manage escalations with Executive Management Teams.
- » Created and Executed strategic plan for Mobile Device Management; including contract negotiations with Citrix. Full implementation of XenMobile application and strategic, ongoing process development including Bring Your Own Device (BYOD) and ongoing Security impacts.
- » Created and Executed strategic plan for Telecom Expense Management; including vendor selection, contract negotiations, and full implementation of customized solution for managing all expenses relating to data, voice, wireless, and conference collaboration tools. Work with vendor Delivery Leadership to provide cost reduction opportunities, ongoing monitoring of progress against ROI expectations and manage escalations with internal and external resources to resolution.

**Client: New York-based comprehensive cancer institute**

- » Oversight and Leadership for a Portfolio of thirty one projects contained within the Meaningful Use, Certification of Web Portal, and Electronic Medical Record (EMR) Optimization Program. Provided program oversight of 100 Matrix team members. Outlined and implemented Schedule, Budget (\$3M USD with anticipated \$6.2M USD in ROI), and Resource Plan and Five-year Strategic Plan.

## KEY PROFESSIONAL COMPETENCIES

- » **Demonstrates project management fundamentals and application of lean methodologies; Lean Practitioner: TPM Certified; Lean Six Sigma: Yellow Belt. Additionally, utilizes both Agile and Waterfall Project Management Methodologies**
- » **Applies project portfolio management and resource management tool expertise in PlanView, Daptiv, and Resource Tracker**
- » **Holds training and certifications across various project management organizations, including Project Management Institute, PMBOK; Microsoft Software Development Process; and TriZetto Software Development Lifecycle**
- » **Offers software expertise in: Facets; Allscripts; Microsoft Office Suite including MS Project; Lotus Notes; DocuShare; Sharepoint; Visio; IBM Rational Tools; Dendrite Sales Force Automation; Oracle on Demand; Veeva**