

PC Helps Migration Assurance Program Call Complexity

The radical change in the Microsoft Office 2007 interface causes migration questions that are different than those that were typical in other Office version migrations. One of the greatest differences is that the tasks that users are unable to complete in the new version range down to even the most basic of functions. The tables below illustrate the call complexity of questions PC Helps has received from early adopters and a rating on how these questions can impact productivity if not addressed immediately and fully.

| Issues Common to All Applications | Productivity Loss Index |
|---|-------------------------|
| Completing basic tasks such as opening and closing files, applying formats, printing and setting application options. | 7 |
| Inability to customize the Ribbon and Office bar to accommodate individual working preferences. | 3 |
| Finding moderately and infrequently used features in the new interface. | 4 |
| Recovering functionality from previous versions that is inaccessible from the Ribbon by adding buttons to the Quick Access Toolbar. | 6 |
| Confusion resulting from related elements of the new interface such as contextual sections of the Ribbon, and Mini-toolbars. | 2 |
| Changes in the shared sub-applications for creating charts, diagrams, equations and text art. Inability to edit items created in previous versions. | 4 |
| Macros being disabled and the option to enable them not being visible within the interface. | 3 |
| Issues related to using the new file formats or maintaining files in compatibility mode. | 6 |
| Editing macros that fail due to issues related to conversion of the file format or changes to the object model. | 3 |
| Understanding multiple template types (basic, macro enabled, etc.). | 3 |

| Excel | Productivity Loss Index |
|---|-------------------------|
| Sorting and filtering data in a completely changed interface. | 4 |
| Applying Conditional Formats in a completely changed interface with many more choices | 2 |
| Creating and editing pivot tables in a changed interface. | 4 |
| Applying protection to worksheets and workbooks due to the increased number of choices | 3 |
| Explaining new options when reformatting charts in converted documents and creating new charts. | 6 |

| PowerPoint | Productivity Loss Index |
|---|-------------------------|
| Custom animations created in earlier versions not working properly. | 9 |
| Changes to the way Templates, Masters and Slide Layouts work. | 7 |
| Sound and video not working in presentations created in earlier versions. | 5 |

PC Helps Migration Assurance Program Call Complexity (cont.)

| Outlook | Productivity Loss Index |
|--|-------------------------|
| Confusion due to partial implementation of the new interface and changes in the parts that look like the 2003 interface. | 4 |
| The differences between opening and previewing attachments. | 3 |
| Re-enabling disabled add-ins from third parties such as web conferencing services. | 3 |
| Configuring the visibility, location and collapsed state of the Navigation Pane, Reading Pane and To-Do Bar. | 4 |
| Rules and AutoArchiving not working as in previous version. | 6 |

| Word | Productivity Loss Index |
|--|-------------------------|
| Formatting changes in documents both on conversion and in Compatibility Mode. | 7 |
| All aspects of Mail Merges due to difference from all previous versions. | 8 |
| Confusion due to changes in the track changes/reviewing feature. | 6 |
| Applying document protection has a greatly changed interface and many more options. | 4 |
| Configuring Galleries to include choices similar to styles/headers/footers, etc. from previous versions. | 4 |

| Access | Productivity Loss Index |
|---|-------------------------|
| Access security no longer available if using Access 2007 file format. | 4 |
| General file conversion/upgrade issues, mostly functionality of forms and reports. | 6 |
| Re-enabling disabled add-ins from third parties such as web conferencing services. | 8 |
| Edits required to VBA modules and functions due to conversion/upgrade issues and changes to the object model. | 6 |
| Problems related to the new multi-value field feature. | 6 |

The Productivity Loss Index is a number between one and ten that reflects the loss of end user productivity during the first months after upgrading to Office 2007. Frequency of occurrence and severity of the resulting disruption are considered in assigning a Productivity Loss Index, with one being an issue that is infrequent and/or minimally disruptive.

