



# The Insider's Guide to Upgrading to SharePoint 2010

*A White Paper for Microsoft SharePoint Administrators*

Author - Gail Shlansky  
Director, Product Management  
Axceler

**Key Contributors:**

Mauro Cardarelli  
Managing Partner  
Jornata

Andrew Gelina  
CEO  
Syrinx Consulting

Shane Young  
President  
SharePoint 911

**AXCELER**

600 Unicorn Park Drive  
Woburn, MA 01801  
Ph: 866.499.7092  
Fax: 781.287.0180  
questions@axceler.com  
www.axceler.com

## Getting Ready for SharePoint 2010

To say that the arrival of Microsoft's SharePoint 2010 is eagerly anticipated is to understate the obvious. This really shouldn't come as much of a surprise, given the phenomenal adoption of SharePoint among businesses of all sizes, and the increasing awareness that SharePoint implementations have become an integral part of running those businesses. To a far greater extent than most recent major technology product releases, SharePoint 2010 is creating a good deal of buzz: speculation about what's in it as information is piecemealed out; questions about the due date; and debate about migration strategies and tactics. What we do know about the new capabilities is exciting - social computing breakthroughs, tremendous ease of use gains, seamless data integration, and many new tools for IT and SharePoint developers.

While there are some things that, as of this writing (October 2009) are still not clear about SharePoint 2010, what is clear is that those responsible for SharePoint in their organization will be facing the decision on when and how to migrate.

In this white paper, we'll explore the issues you'll be facing and the things you'll need to take into consideration as we move from SharePoint 2010 being grist for the buzz mill, to SharePoint as a reality.

There are two points that need to be stressed here.

One is that there's no one-size-fits-all "right answer" on when to upgrade to SharePoint 2010. Just as each SharePoint environment is unique, so is the decision on when and how to migrate to the new version for each individual organization. In this white paper, we'll be providing you some food for thought, laying out the things you need to take into consideration as you determine your migration strategy. (A note here on the use of terminology: While some people reserve the use of the word migration to refer to a move to a different platform, and use upgrade for a move to a new version, here we're using the terms more or less interchangeably.)

A second key point is the importance of preparedness when you're upgrading to SharePoint 2010. Even for small, not particularly complex environments, migration is non-trivial, and being well prepared is essential. Whether you intend to be a first mover, take a more gradual approach, or opt for wait and see, the steps and thinking outlined here are relevant - and important - and help ensure that, whatever your SharePoint platform, you're in good shape. And for those who are considering their first, or new, SharePoint implementations, and are trying to decide whether to hold off until the next release, there's really no reason to wait. The steps outlined here will help ensure that your transition to SharePoint 2010 is as smooth as possible.

One final note before we start in. In preparing this white paper, Axceler tapped the insights of a number of experienced SharePoint insiders. The overall viewpoint, however, is that of Axceler. We did offer our insiders the opportunity to sound off on whatever came to mind with respect to SharePoint 2010. Mauro Cardarelli, Andrew Gelina, and Shane Young took us up on our offer, and their brief opinion pieces are included here.

With that, we'll start with a brief, high-level summary of what's coming in SharePoint 2010, and see what some of the buzz is all about.

## Something's Coming...

There are ample sources of information on the new features in SharePoint 2010, so there's no need to list out the full catalog here. Plus, we expect that, by the time you're reading this - perhaps even during the October 2009 SharePoint Conference - new information on what's in SharePoint 2010 will have been made public. Still, it's worth taking the 50,000 foot look at what's coming with SharePoint 2010, because it has some implications on what your upgrade strategy might be.

## Collaboration across boundaries

From an overall perspective, and setting aside the technical requirements (e.g., the 64-bit computing requirement), the most overarching change that SharePoint 2010 is ushering in is social computing readiness. For those who've considered SharePoint a largely intranet or extranet environment, it's time to think again. SharePoint 2010 means collaboration across boundaries, both within and outside of the firewall. Among the new features that speak to social computing are improved community creation capabilities. With SharePoint 2010, it will be easier to create communities of interest, ad hoc and formal. Content under SharePoint 2010 goes more social as well, with tagging and content rating capabilities and rich media support that will be familiar to those who have used any common social media forums. The incorporation of FAST search technology into SharePoint – for searching for both content and people – is also a significant move in the social computing direction. (Similarly – if not as dramatically – there are a number of business intelligence related enhancements in 2010 that might encourage those who rely heavily on SharePoint for BI to consider early adoption.)

## Tighter integration

There are, of course, many other important new features in SharePoint 2010: an improved UI (including the Office 2007 ribbon feature); more seamless data integration from multiple sources both within and outside of SharePoint (Office applications, line of business applications and data sources), including much improved data updating – data that flows through SharePoint Business Connectivity Services will now be read-write: make a change in SharePoint, and the backend data source will be updated; and close integration with services like Visio and Silverlight.

## New IT and developer capabilities

SharePoint 2010 will also include additional capabilities for IT, like the nifty best practices analyzer, and a rich goody bag for SharePoint developers. Among other new features, developers will be able to take advantage of Visual Studio improvements, a broader base of APIs, and debugging and versioning capabilities.

Our intent here is not to be exhaustive, but to highlight some of the many changes that are contributing to the buzz around SharePoint 2010.

### Mauro Cardarelli - Jornata

"Excitedly Terrified!"

I find it interesting that we are still months away from the release of SharePoint 2010 and I have already experienced a myriad of emotions related to this next version. When I first heard inklings that Microsoft was preparing a next version of SharePoint in 2010 I can honestly tell you that I was scared - scared in the sense that SharePoint 2007 was so widely deployed and widely utilized that this next version might end up being the one that customers skip. Migration from SharePoint 2003 to SharePoint 2007 was swift due in no large part to the many functional improvements in the core product. How could SharePoint 2010 possibly offer such a compelling proposition?



Then, after seeing introductory videos of new functionality and having an opportunity to be hands on, my fear turned to excitement - true excitement in the sense that Microsoft actually made the product better and more useful (from both an administration and business process perspective). The added capabilities around social computing, business intelligence, content management and search actually grows upon the solid foundation that SharePoint 2007 offers today. Because of that, I am highly confident that many, if not most, current SharePoint consumers will see measurable business benefits by upgrading to the newest release.

With that excitement around the volume of deployments, however, my emotions turned back to fear - fear that some companies may not properly plan for the infrastructure requirements, governance decisions around new social computing features, content migration choices and other core touch points. Will migration to SharePoint 2010 be treated as a backroom (IT) project instead of a true business initiative? This will ultimately lead to failed or incomplete deployments and lost business momentum for a product that already has global notoriety.

Where does that leave me today? Excitedly terrified! I think it is very important that members of the SharePoint community rally around the proper planning and assessment required to effectively migrate existing SharePoint environments to SharePoint 2010 (now!). With this, comes a balance between IT and business planning. With these assessments, organizations can be better armed to decide on how (and when) to move to SharePoint 2010. And that will make for smoother technology transition and higher impact business delivery, which ultimately will help drive the success and continued growth of the SharePoint platform.

*Mauro Cardarelli is co-author of "Essential SharePoint 2007 - Delivering High Impact Collaboration". His deep knowledge of the Microsoft platform and recognized expertise in the areas of knowledge management and business intelligence make him a popular technology expert with experience. He has been published in various industry journals and is a featured speaker at many industry conferences. Mauro is a Managing Partner and founder*

## Room for Debate: Thinking about your migration strategy

While most of us in the SharePoint world are excited and intrigued by SharePoint 2010, organizations are debating how soon they should adopt. There are no hard and fast rules here and, frankly, the decision may come down to the personality of an organization. Is “rip the bandage off” your organization’s style? Is its temperament more gradualist? Is it one of contentment with the status quo (“if it ain’t broke...)? Personality aside, there are many different considerations you need to weigh.

Given the emphasis on social computing in SharePoint 2010, let’s start the discussion there.

### **Social computing: are you ready for it?**

Organizations that should be looking to migrate early on will be those that want to take advantage of advanced social computing capabilities like wikis and blogs. For starters, this means organizations that already have policies and practices in place, that are open to the freer use of content that social computing implies, and that don’t mind having less hierarchical control over who says what about that content – in other words, organizations that have embraced social computing from a cultural perspective.

With SharePoint 2010, we’re moving from a uni-directional presentation of information, to a more bi-directional presentation. In a sense, we’re moving from a monolog to a conversation, and part of that conversation means that a new role and responsibility opens up, that of the influencer who tags and rates information, and is no longer a passive user or distributor. An organization that has not yet thought through its position and policy with respect to social computing should do so before immersing themselves in SharePoint 2010.

There’s no hard and fast rule here, but it’s easy to see that an agile, less formal organization (e.g., an ISV or engineering firm) may be more predisposed towards the social computing milieu than a more structured and formal enterprise. Those organizations doing well with SharePoint 2007, hesitant to go down the social media path, interested in tightly managing their content repository or, in general, in the early stages of collaboration or happy with document-centric collaboration, may want to stay put for the time being.

So a good first question to ask when deciding when and how aggressively to upgrade is just how important, relevant, and desired social computing is for your organization at this point in time.

While the social computing discussion is largely philosophical, some of the other considerations you need to work through are fundamental and practical in nature.

### **The cost of migration: is this the right time to spend?**

Perhaps the most important cost consideration is the 64-bit requirement. If you’re not running (or capable of running) 64-bit Windows Server 2008 and 64-bit SQL Server 2008 or 2005 on your hardware, you will need to upgrade your servers. For smaller organizations that are especially cost-conscious in the current economic environment, costs associated with new equipment purchase may well outweigh the benefits of moving to SharePoint 2010.

While smaller organizations may blanch at the thought of hardware spending for what may be perceived as a “nice to have”, it’s these smaller organizations that are often far nimbler than their larger counterparts when it comes to upgrading. That’s because both the hard costs – hardware, licensing, consulting – and the soft costs – communications, training, administration and oversight – tend to add up quite fast in large organizations. Deciding to upgrade can’t be taken lightly, and it may be wiser to combine multiple upgrades (e.g., SharePoint 2010 and Office 2010) in a full-sweep mega-upgrade.

## Customization. Complexity. Technical capacity.

There are a number of other aspects of your current environment that will factor into your migration strategy: how custom is it, how complex, and whether or not you have the technical capacity in place to support this new environment. Those with highly customized SharePoint environments, with many custom workflows, templates, web parts, etc., may want to proceed cautiously. By prolonging the decision to upgrade, some of the more painful migration issues surrounding customizations may have been figured out by others. In other words, as time moves on, there will be more knowledge and expertise available about how to upgrade in an optimal fashion. There may be a direct cost to being an early adopter here. On the upside, some of your customizations may no longer be necessary – the functionality may have been incorporated within 2010.

In those organizations with multiple instances of SharePoint - intranet, extranet, rogue groups, project servers – part of the migration strategy will be deciding on whether to consolidate instances as part of the upgrade, or whether to upgrade some environments while leaving others on 2007. From a technical support perspective, it's always advisable to have everyone on the same version, but from a business perspective picking and choosing may be the best approach.

For organizations with multiple farms, it may make perfect sense to upgrade those farms one at a time. It may even make sense to break up a farm so that some applications can be updated to 2010 while others stay on 2007. These options aren't all that obvious, and many come down on the side of forklift upgrade vs. wait and see. Fundamentally, the decision should be governed by business drivers: Do you need more collaboration tools? Yes/No. Do you have a community of users who are perfectly happy, and for whom even a minor disruption brought on by a near-term migration would result in a major productivity hit? Yes/No.

You can get creative here. Maybe the read-only intranet stays on 2007, but you upgrade another farm because of a business unit's focus on and commitment to building and using collaborative applications.

For smaller organizations, a good question to ask is whether you have, at present, the sheer technical capacity, not to mention the bodies, to manage and support a new SharePoint 2010 environment. With dozens of new features, there are more tools in place for IT to exploit – like that best practices analyzer – and more tools that provide significant value-add opportunities for your business users, which may increase the support burden on IT, especially in the early going. Overall, with SharePoint 2010, the increased value comes with increased management complexity. You need to factor this into your migration strategy, and be prepared to make the argument for expanded resources and expanded third party administrative tools to help you do the job.

## Who's your champion?

An often overlooked area to consider is the political landscape of your organization. If you lack a champion or executive/business sponsor who will rally around SharePoint 2010, it may be wise to wait until the buzz

### Andrew Gelina - Syrinx

#### The Virtual World View

Virtual Environments are a great enabling technology for migrating SharePoint implementations. First, provisioning a new VM to install to is easier than getting hardware provisioned. Once a template "destination" environment is set up, the VM can be shut down and "snapshotted" to create a baseline. The VM can then be turned on, migration to the VM can be performed, and if the results aren't perfect the VM can be shut down and you can revert it to its previous state. Migration parameters can be tweaked and the VM can be restarted, in a known fresh state to attempt the migration again. In-place migrations of SharePoint on the same machine are also easier to test with a virtual environment and snapshotting. Second, moving or copying the environment to allow users to validate the new SharePoint instance is much easier than working with physical hardware.



*Andrew Gelina is the CEO of Syrinx Consulting, a software development and consulting firm specializing in Microsoft technologies, including SharePoint. Prior to joining Syrinx in 2003, Andrew helped build Web Technology Partners into a leading software engineering consulting firm before selling it in 2000 to Monster.com.. During the next three years at Monster, he developed software and managed projects for virtually every area of Monster's operations, from CRM integration to e-commerce to high-traffic, high-volume Web development. He also worked closely with Microsoft to scale its .NET platform to Monster's huge transaction volumes.*

becomes loud enough, and the business users become demanding enough, that one will emerge. You can help expedite the process of finding your champion by letting the business side know of the potential benefits they'll realize with the upgrade to 2010. One key factor in any successful migration is communication with all the constituencies who'll be impacted by it.

## What version's right for you?

Those who have not yet implemented SharePoint are naturally debating whether to start out with 2007 and migrate next year some time, or to wait until the new version is available. This is a tricky question. Business needs that are met by SharePoint 2007, with some customization, could conceivably be met fully out of the box with SharePoint 2010. The trade-off is between getting started in the here and now, and getting a jump start on achieving business value, vs. waiting for SharePoint 2010, when implementation and maintenance costs may be lower because more of the capabilities are off the shelf and there's less or no custom code to maintain. On balance, however, waiting does mean going many months without the business value that will be derived from going ahead with a SharePoint 2007 implementation. Those who favor getting started should make best efforts to make their environment migration-ready (a topic covered later in this paper).

Finally, if you're still on 2003, keep in mind that the path to SharePoint 2010 goes through SharePoint 2007. You will need to either make an intermediary migration to 2007, or start from near scratch, leaving your applications, web parts, and customizations behind, and bringing over content-only from your SharePoint 2003 implementation. For many, this may be the best solution.

## Mitigating risk.

Whatever your decision on upgrading, mitigating risk is always a concern. Working with your counterparts on the business side, and weighing all of the technical considerations, you'll be able to judge what's right for your organization. In general, wait and see is a reasonable course of action, and many organizations have an informal rule about not jumping in right away on new releases. These organizations make it a practice to observe how early adopters have worked through any issues and/or wait until the first Service Pack is available and any glaring problems are resolved. And, of course, one of the best ways to mitigate any risks associated with a major undertaking like SharePoint migration is to be well prepared for it.

## Be prepared

Whether you're planning on being an early adopter of SharePoint or joining a later migration wave, you have an excellent opportunity to follow the Boy Scout motto and "Be prepared." (In fact, even if you're perfectly content to stay with a stable and "satisfied customer" implementation of SharePoint 2007 or 2003, this is good advice.)

How should you go about being prepared?

## Catalog your environment

From the technical perspective, being prepared means having a full inventory of your current SharePoint environment. If you don't already have one, you'll need to create a catalog, for each implementation if you have multiple farms, of your infrastructure, your data bases, your document libraries, lists, users, activity levels, and third party components, custom or off-the-shelf. (For those custom web parts that are home grown or custom built for your environment, you'll need to determine whether you still need it, and whether you're willing to move aggressively to rewrite and test and see if it still works. Having a heavily customized environment can certainly determine the pace of your migration.)

You'll need to make sure that you have 64-bit technology on all your servers, that you're on the latest version of SQL Server, and that your users are (at least) on Office 2007. While your users won't be constrained to using IE as a browser, they'll no longer be able use IE 6. How closely your SharePoint environment is tied up with other Microsoft technologies,

like Project Server or Team Foundation Server, is also something that you'll want to take a look at. Depending on how heavily you're invested in the Microsoft product suite, you may end up with a mixed-mode environment in which you migrate some parts (e.g., your intranet) to SharePoint 2010, while keeping Project Server on an older version of SharePoint until it's ready to go with 2010.

An important thing to note in your current environment is how much storage you're using, and how much you estimate you'll need to accommodate future content. (Keep in mind here that – while this is as much a business-side question as a technical one – not all of the content matters. While there is sometimes a tendency to hang on to everything “just in case”, not all content has value. In preparing for an impending or eventual migration, end-of-life-ing content that is never accessed, has long been replaced by updated versions, or is just plain obsolete is a good practice to observe.) Now is also a good time to identify unused and rogue sites, and to locate (and clean up) any broken links.

One area that's also worth making part of your “be prepared” work is usage patterns. Is usage climbing? Is the climb accelerating? Has it flattened out? Having a handle on how usage in your site has grown may not be a perfect predictor of the future, but should help you gauge adoption patterns, storage requirements, and demands on support.

### Third party applications: handle with care

With respect to third party applications, you should make sure you have an inventory on all that are in place, keeping an eye out for departments that may have purchased different products that do the same thing. Now might be the time to introduce standardization. With respect to using those applications in 2010, you should be in touch with your ISV to make sure that web parts can be migrated without changes. ISV's working with Microsoft have had early access to SharePoint 2010, so your vendor should be able to provide you with a timeline on when they will be ready to migrate. Some third party applications may no longer be needed – the functionality may be included in SharePoint 2010. As more detailed information on 2010 is made available, this is definitely something worth looking at.

### Don't forget the business side

On the business side of the house, in addition to the content review, you need to have your arms around who is the owner for each part of a site. It's essential to have an actual human being associated with each site – someone who cares about and is familiar with the content, who can participate in the review (and perhaps even the creation) of the migration plan, who can take part in testing to verify results, and who can sign off once the upgrade has occurred.

Once you have associated a person with each site, it's time to make sure that you have a formal SharePoint governance plan in place. In fact, while many aspects of implementing SharePoint are open for debate, this is one thing that we're willing to be completely dogmatic on: every organization should have a governance plan before they do any SharePoint deployment.

Some of the key things you need to work through – which turn out to be good governance in general and pure pragmatism in particular – include: Who manages permissions? How are they enforced? How many users

#### Shane Young - SharePoint 911

Custom Site Definitions (Run away as fast as you can.)

Custom site definitions are the devil! No, really, they are. When you look at the SharePoint upgrade story, they are the single largest pain point you will encounter. There are ways to upgrade them to 2010 out of the box - as long as you don't mind upgrading them to 2010 custom site definitions. That is about as good of idea as pulling out fingernails with pliers. What should you do? Build fresh 2010 sites and *then* move your data over manually or with the help of a third party tool. Run away as fast as you can from custom site definitions.



*Shane is a SharePoint enthusiast from Cincinnati, Ohio, and President and lead consultant of SharePoint911. With 11 years of network administration he specializes in MOSS 2007 infrastructure, search, design, and problem solving. Shane also enjoys public speaking and training, and has been on the speaking circuit presenting at Tech Eds in the US and Europe, and at other SharePoint-focused conferences.. He has written and taught several different training courses, and authored a chapter in “Real World SharePoint 2007” with 15 other SharePoint MVPs. Currently he has two other book projects in the works: one on search, the other on Advanced SharePoint Administration.*

should have full rights? (This is quite important, because these users will need more training in SharePoint 2010 than the simple consumers will. If you haven't considered this in your governance plan, or if the existing plan hasn't been well enforced, you may find that there are too many users with administrative rights, and the ratio of users with full rights to "regular" users is too high. If this is the case, revisiting (or first-timing) your governance plan will give you the opportunity to start initiating a rights roll back that will serve you well in the long run.)

If you're looking for supporters to get behind a migration, identifying your high volume users, both contributors and visitors, can be very useful. (This information should, of course, be included in your overall catalog, and can be handled by an assessment tool.) Active members of the community are most likely to get excited about new capabilities.

### **Information gathering: automate where you can**

You may already have much/all of this information written down somewhere – in an Excel spreadsheet or in a physical notebook – but if you're using this method, you know it's difficult to update and keep current. You need to automate the information-gathering process with assessment and administrative tools. The upgrade checker from Microsoft is a reasonable and obvious place to start, but you will want to evaluate third-party tools as well. There are a number of Microsoft partners that have developed tools to improve the overall administration of SharePoint and to streamline the upgrade process. With these tools, you'll be able to gather information that's complete, accurate, and current.

### **Get your house in order**

Having gathered all this information, you can set your house in order, cleaning up messy areas, centralizing (or delegating) authority, and taking care of any bad practices that may have crept in, which can easily happen – especially in an environment where there's been widespread, rapid and enthusiastic adoption. Understanding your current environment, and assessing your future needs, will also provide you a platform for deciding whether and when you'll need to order new hardware for a migration to 2010. As noted earlier, if you are interested in the social computing aspects of 2010 and you don't yet have participation guidelines in place for your organization – e.g., who is authorized to speak officially for the organization; does content need to be approved before posted; is anonymity allowed – part of your preparation should be making sure that policies and procedures are laid out. (This can be incorporated in your governance plan.)

### **The implications for your migration strategy**

Having a full catalog of technical and business information in one place will give you a good sense of how quickly you should upgrade, and how quickly you will be able to upgrade, since you'll have a sense of how big the effort will be. You'll also have seen the red flags raised on what needs to be fixed so that the migration goes more smoothly, and the end result is more powerful and useful.

Once you've taken a thorough look at your environment, you will also have a stronger basis for planning any changes you want to implement in 2010. Some companies may just want to do a wholesale lateral move. But doing some analytical and assessment work up front might spur course correction, refined site topology, and improved information organization. (Duplicate information – e.g., four copies of the holiday schedule on four different sites – is a particularly dangerous practice that you might want to do away with.) Given that SharePoint 2007 has been so widely adopted, and has been around for a while, there will be many circumstances in which someone inherited a site, but doesn't particularly agree with how it's organized. They may want a do-over to the "right way" now.

Whether you're moving right away to SharePoint 2010 or not, getting your house in order is always a good idea. Many SharePoint implementations have grown like wildfire. New site collections, sites, libraries, and lists have cropped up as users create what they need (or what they think they need). Keeping a handle on what is out there, and establishing – and enforcing – some governance rules will help keep the growth under control and the sites secure.

## What comes next?

It's well beyond the scope and intent of this white paper to lay out a full migration plan for your organization. But there are key takeaways – beyond being prepared – that we do want to leave you with.

- 1. Have a plan:** This may seem stunningly obvious, but especially in smaller environments, the temptation may be to just dive in. Now, your plan may call for “all at once” (which may be a real shock to the system for some users), or moving piecemeal (which may help with user comfort level and satisfaction, but will likely cost more than the alternative). But you really need to have a codified, communicated, and understood plan that you stick to. Having done your “be prepared” work, you will have a solid foundation for creating your plan.
- 2. Cleanup what you have:** Whether you're migrating to SharePoint 2010 immediately, or staying with your current environment, you need to make sure that your environment is as clean as possible. If you're on the migration path, this will help ensure that you don't end up upgrading things that aren't being used. Whether you're migrating or staying put, you should identify your environment's weak spots. Are there places where access to information has been granted that shouldn't have been? Or where permissions have been granted but never been used? Are there users who have left the company, but are still defined in SharePoint? Are there dead sites out there, sites that no one uses but that have huge storage requirements? The last thing you want to do is propagate problem areas in the next version of SharePoint, or keep a messy environment going when you can easily take care of problems with a thorough cleanup – reorganizing content, resizing content databases that have grown too large, replacing a site with site collections – once you've figured out the areas that need cleaning.
- 3. Safety first (backup your old system):** Before you do anything else, create a backup of your full current environment – and make sure that you can make a one-shot restoration if you need to. (And make sure that your users will be able to work offline during the upgrade.)
- 4. Test. Then test again. Then test again:** You need to set up a specific test environment (one for every farm that gets migrated over). Do both technical and end-user testing, retesting after any problem areas are found and fixed. Migrate to the production system only after the implementation has been thoroughly tested and retested.
- 5. Communicate with (and involve) your users:** Never lose site of the fact that the single most important part of a successful SharePoint implementation is the user. Communication is the key to having comfortable, active, and happy users. SharePoint 2010 brings many changes that, for some users, may seem overwhelming. Communicate regularly with your users about what's involved in the upgrade – and how they'll benefit from it. Involve users in a test upgrade – and respect their feedback. Make sure the key stakeholders understand the migration plan, and give them a voice in when the upgrade happens. (Accounting isn't going to be happy if the night you schedule the upgrade is the night they close the company's books for the quarter.) Be mindful and respectful of your business users by talking and working with them. Simple enough advice, but something that's often lost in the technical excitement.

Whether you're moving to SharePoint 2010 as soon as it's available, or at some point further down the road, next year's release gives everyone the opportunity to make the most of their current SharePoint environment, and to prepare for the exciting changes that are just ahead.



## The Axceler Difference

Since 1994, Axceler has helped enterprises address common yet critical administrative and development challenges, so organizations can maximize collaborative technology investments, improve business operations, and dramatically reduce administrative time and costs. For Microsoft SharePoint, Axceler delivers ControlPoint, which gives administrators the ability to explore, protect, analyze, and ultimately control their SharePoint environments. With ControlPoint, you can analyze and enforce permissions, clean up user accounts, isolate sites that are no longer needed, identify sites with the most or least activity, anticipate site growth, and more. More info on Axceler can be found here <http://www.axceler.com>

Copyright © 2009 by Axceler. All rights reserved. Axceler is a registered trademark and ControlPoint is a trademark of Axceler. All other product names mentioned in the publication are trademarks or registered trademarks of their respective owners.