# Onboard and implement: Checklist

This first stage in the adoption journey ensures you have everything you need to successfully onboard your new Webex solutions. We'll start by defining business outcomes and put you on your path for a successful deployment.

## People

**Adoption lead**
- Identify your decision makers
- Secure leadership sponsorship and buy-in
- Assemble your adoption team

**Technical lead**
- Prepare for success with the proper setup and configuration
- Enroll in the the Webex Control Hub Professional – IT Admin learning plan
- Join the Webex Admin Community

**Change managers**
- Prepare your communication strategy
- Complete the Webex Adoption Learning Plan and earn your credentials

## Process

- Identify business processes that will be impacted by the adoption of Webex
- Define business outcomes, your personas, use cases, and success criteria
- Create your roadmap for implementation
- Create and execute the organization communications plan
- Create and execute user education plan

## Platform

- Engage in account provisioning
- Ensure technical readiness
- Prepare your internal help desk/ support team
- Prepare launch timeline
- Enable the application
- Create user accounts

## Additional resources

- New to Webex? We've got you covered
- Get started with Control Hub
- Calling deployment checklist and best practices
- Strengthen your virtual connections with quality video
- Experience high fidelity audio
- Keep work moving with Webex messaging
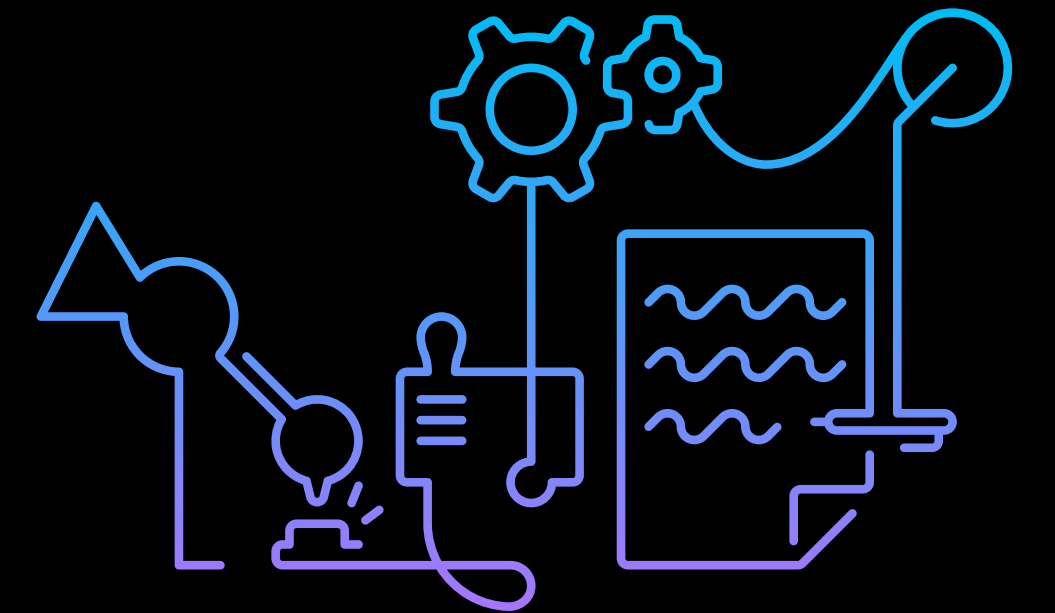
**Ready for the next stage? Let's go.**

webex
by CISCO