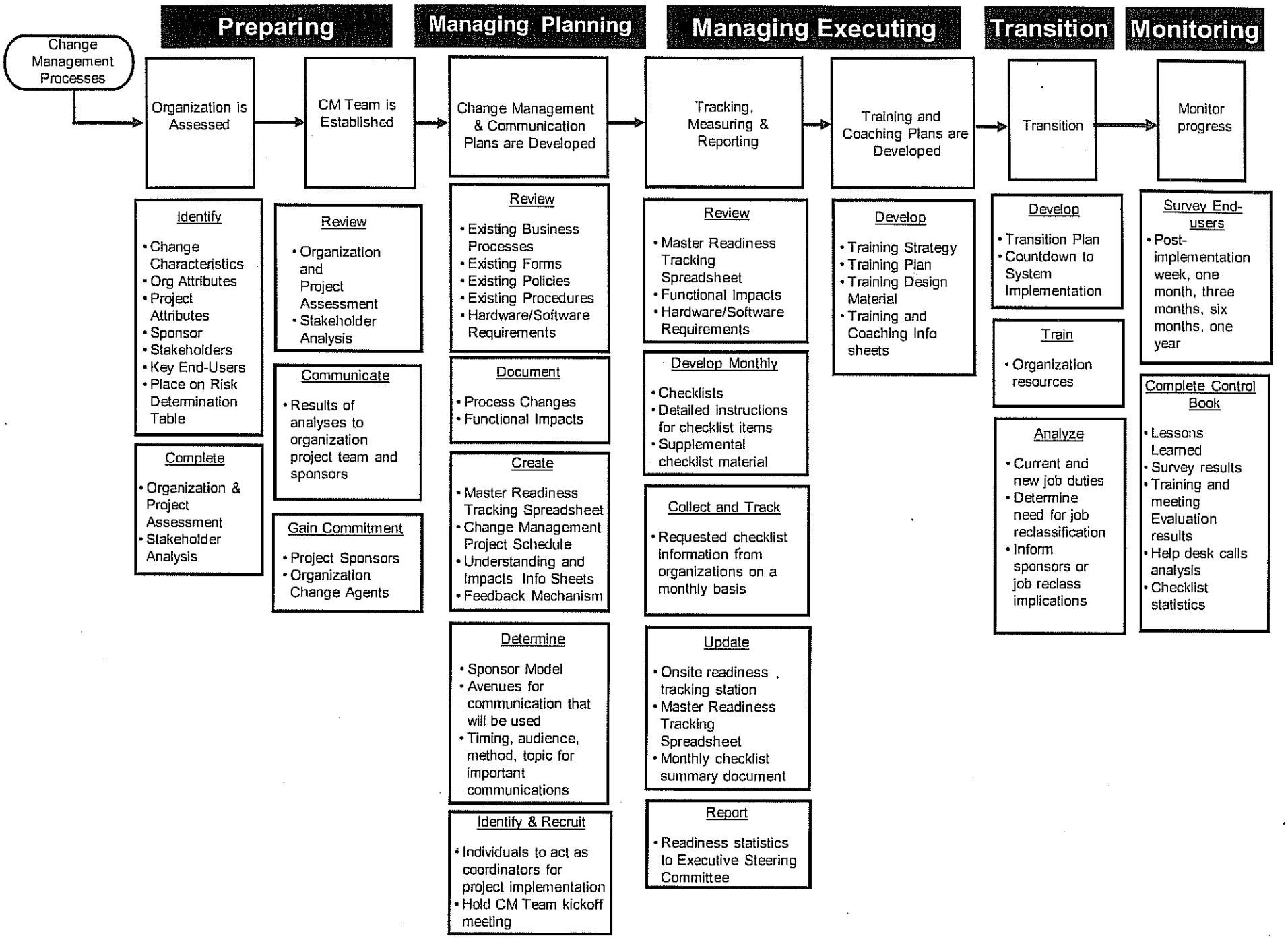
Change Management Processes
Preparing
Managing Planning
Managing Executing
Transition
Monitoring
Organization is Assessed
CM Team is Established
Change Management & Communication Plans are Developed
Tracking, Measuring & Reporting
Training and Coaching Plans are Developed
Transition
Monitor progress
Identify
• Change Characteristics
• Org Attributes
• Project Attributes
• Sponsor
• Stakeholders
• Key End-Users
• Place on Risk Determination Table
Complete
• Organization & Project Assessment
• Stakeholder Analysis
Review
• Organization and Project Assessment
• Stakeholder Analysis
Communicate
• Results of analyses to organization project team and sponsors
Gain Commitment
• Project Sponsors
• Organization Change Agents
Review
• Existing Business Processes
• Existing Forms
• Existing Policies
• Existing Procedures
• Hardware/Software Requirements
Document
• Process Changes
• Functional Impacts
Create
• Master Readiness Tracking Spreadsheet
• Change Management Project Schedule
• Understanding and Impacts Info Sheets
• Feedback Mechanism
Determine
• Sponsor Model
• Avenues for communication that will be used
• Timing, audience, method, topic for important communications
Identify & Recruit
• Individuals to act as coordinators for project implementation
• Hold CM Team kickoff meeting
Review
• Master Readiness Tracking Spreadsheet
• Functional Impacts
• Hardware/Software Requirements
Develop Monthly
• Checklists
• Detailed instructions for checklist items
• Supplemental checklist material
Collect and Track
• Requested checklist information from organizations on a monthly basis
Update
• Onsite readiness tracking station
• Master Readiness Tracking Spreadsheet
• Monthly checklist summary document
Report
• Readiness statistics to Executive Steering Committee
Develop
• Training Strategy
• Training Plan
• Training Design Material
• Training and Coaching Info sheets
Develop
• Transition Plan
• Countdown to System Implementation
Train
• Organization resources
Analyze
• Current and new job duties
• Determine need for job reclassification
• Inform sponsors or job reclass implications
Survey End-users
• Post-implementation week, one month, three months, six months, one year
Complete Control Book
• Lessons Learned
• Survey results
• Training and meeting Evaluation results
• Help desk calls analysis
• Checklist statistics