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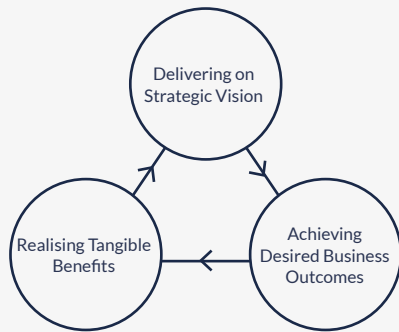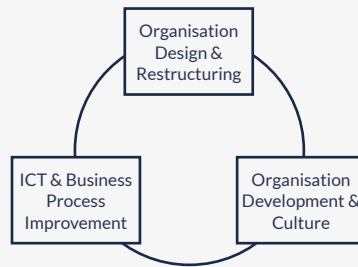**BUSINESS TRANSFORMATION & CHANGE MANAGEMENT** ——— **CHANGE & ADOPTION**
ICT & Business Process Improvement Projects

THE DRIVERS

Typically Business Transformation & Change Management initiatives are instigated as a result of wishing to obtain a particular business outcome, derive business benefits and/or bring about a desired new 'state' (vision) for the organisation.

DIFFERENT TRANSFORMATION ELEMENTS

It is important to acknowledge that different flavours of Business Transformation & Change Management, require different techniques, approaches, tools & capability.

But in all cases, when a shaping a Business Transformation & Change Management initiative there needs to be a strong focus on the desired business outcomes, benefits and vision.
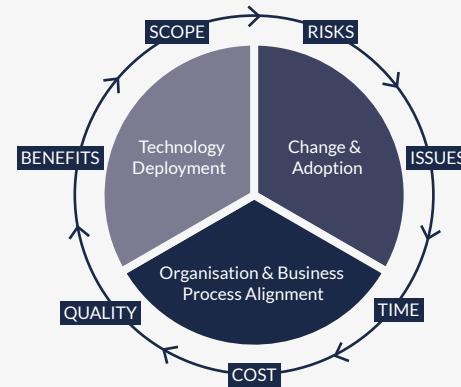
"What are the true 'measures of success' for that initiative?"

THE JOURNEY

Change & Adoption – an integral component to delivering successful projects
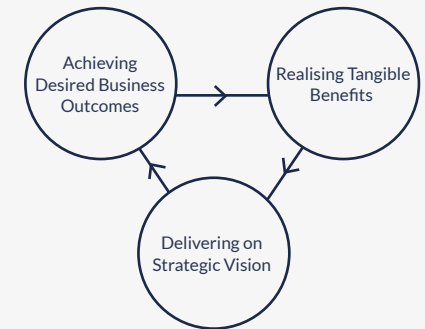

Key project activities include:

▸ Stakeholder identification and engagement planning
▸ Stakeholder change impact assessment
▸ Communication planning & delivery
▸ Training and education planning & delivery
▸ Go-live support planning & delivery
▸ HRM & organisation design considerations
▸ 'Business as Usual' transition and handover

Key objectives include:

▸ Establish an adequate level of awareness and understanding of the changes, including managing expectations.
▸ Minimise resistance by establishing a high degree of business ownership and buy-in to the changes.
▸ Develop an appropriate level of business readiness, prior to the changes being introduced and thereby increase the likelihood of a strong take-up and adoption of the changes.
▸ Ensure an appropriate level of business support during the transition period, and thereby minimise disruption to 'business as usual' operations.
▸ Mitigate as best as possible the 'people' related risks associated with the changes being introduced by the project.

THE END GAME

Benefits realisation is fundamentally reliant on staff adopting the 'changes' being introduced

In the context of a typical ICT & business improvement project, Change & Adoption is really about:

▸ People engagement
▸ People preparation & readiness
▸ People support
▸ People adoption

… thereby bringing about sustainable business benefits & overall project success.

MERLEHAN GROUP CONTACTS

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