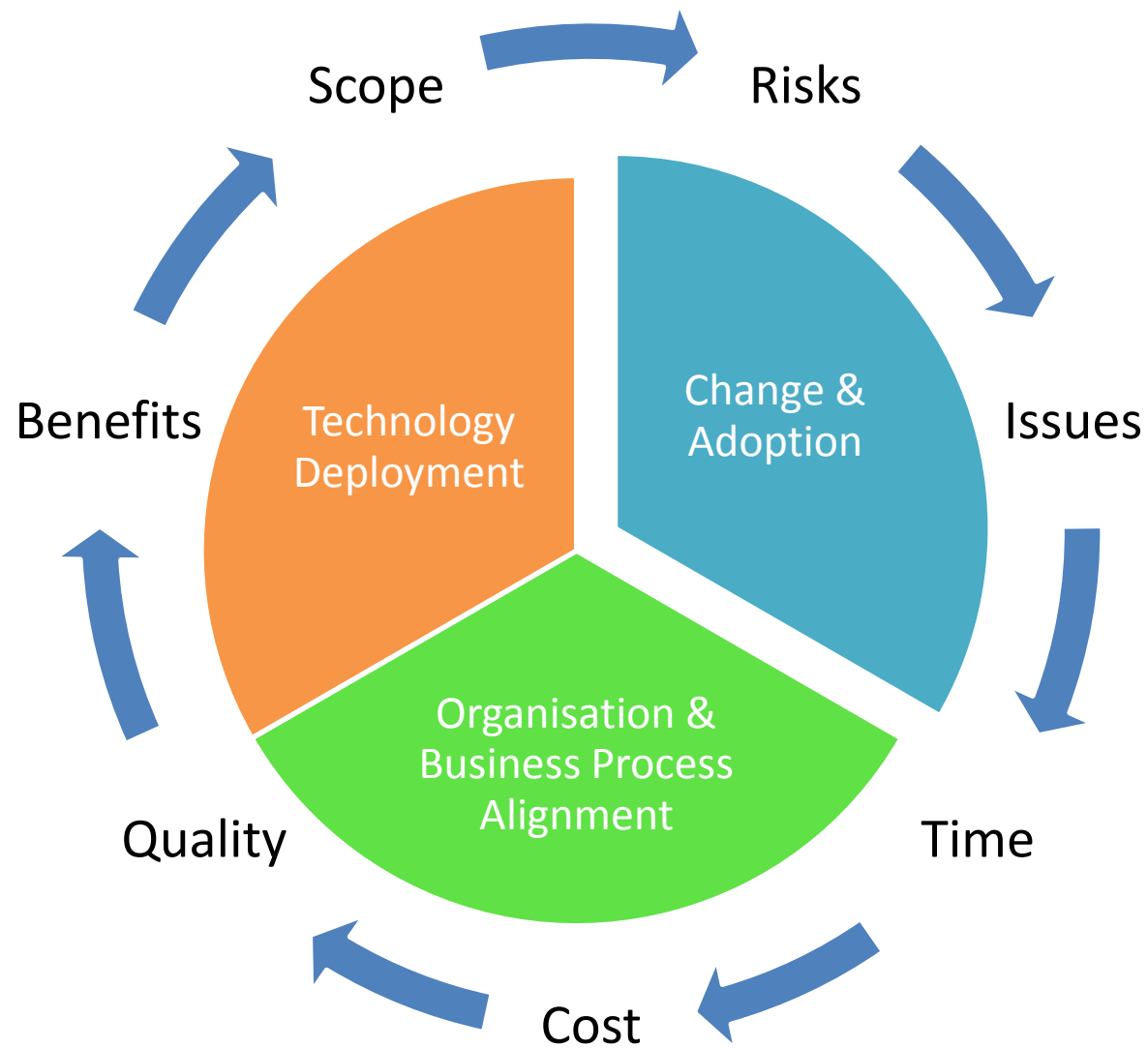
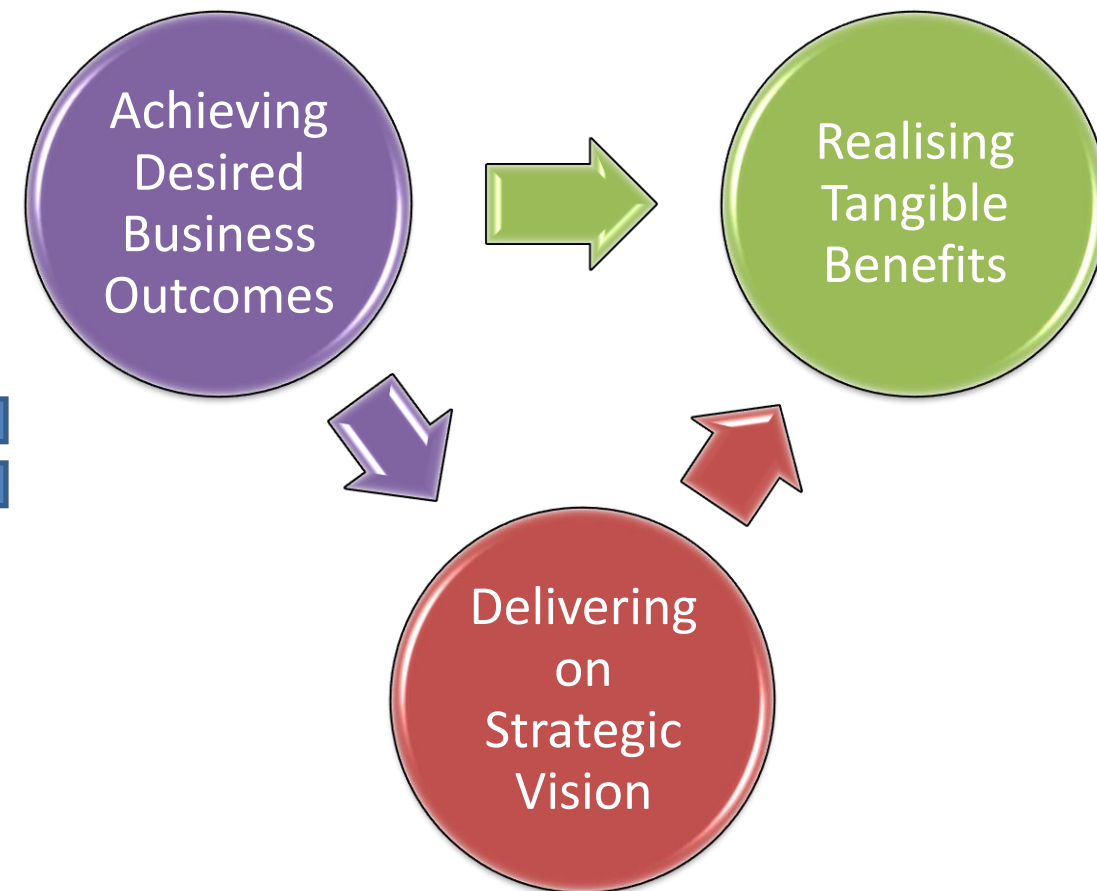


# Change & Adoption

**“An integral component to delivering successful projects”**  
**(ICT & Business Process Improvement Projects)**



=



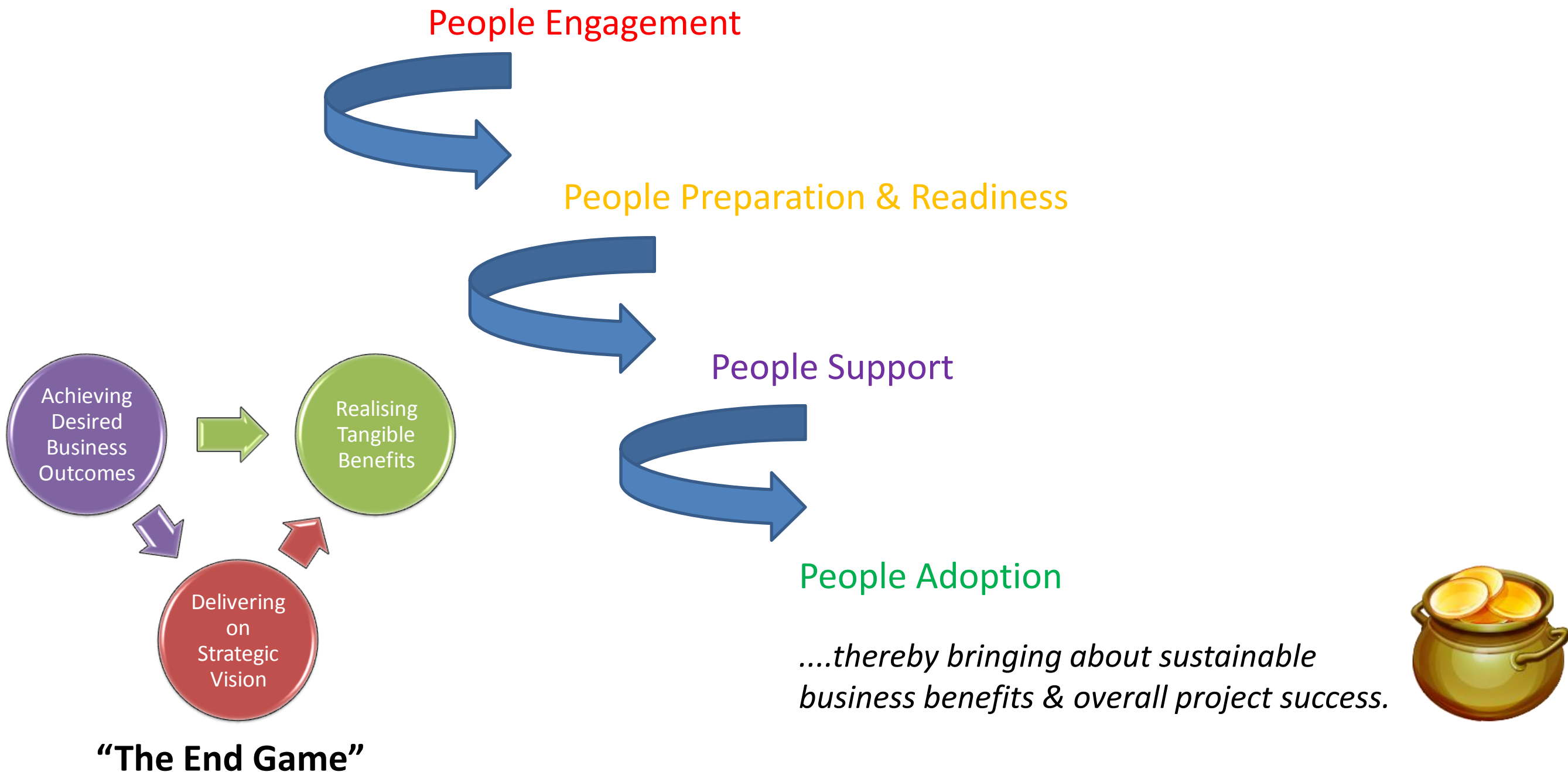
**“The Journey”**

**“The End Game”**

# Change & Adoption

“Benefits realisation is fundamentally reliant on staff adopting the ‘changes’ being introduced.”

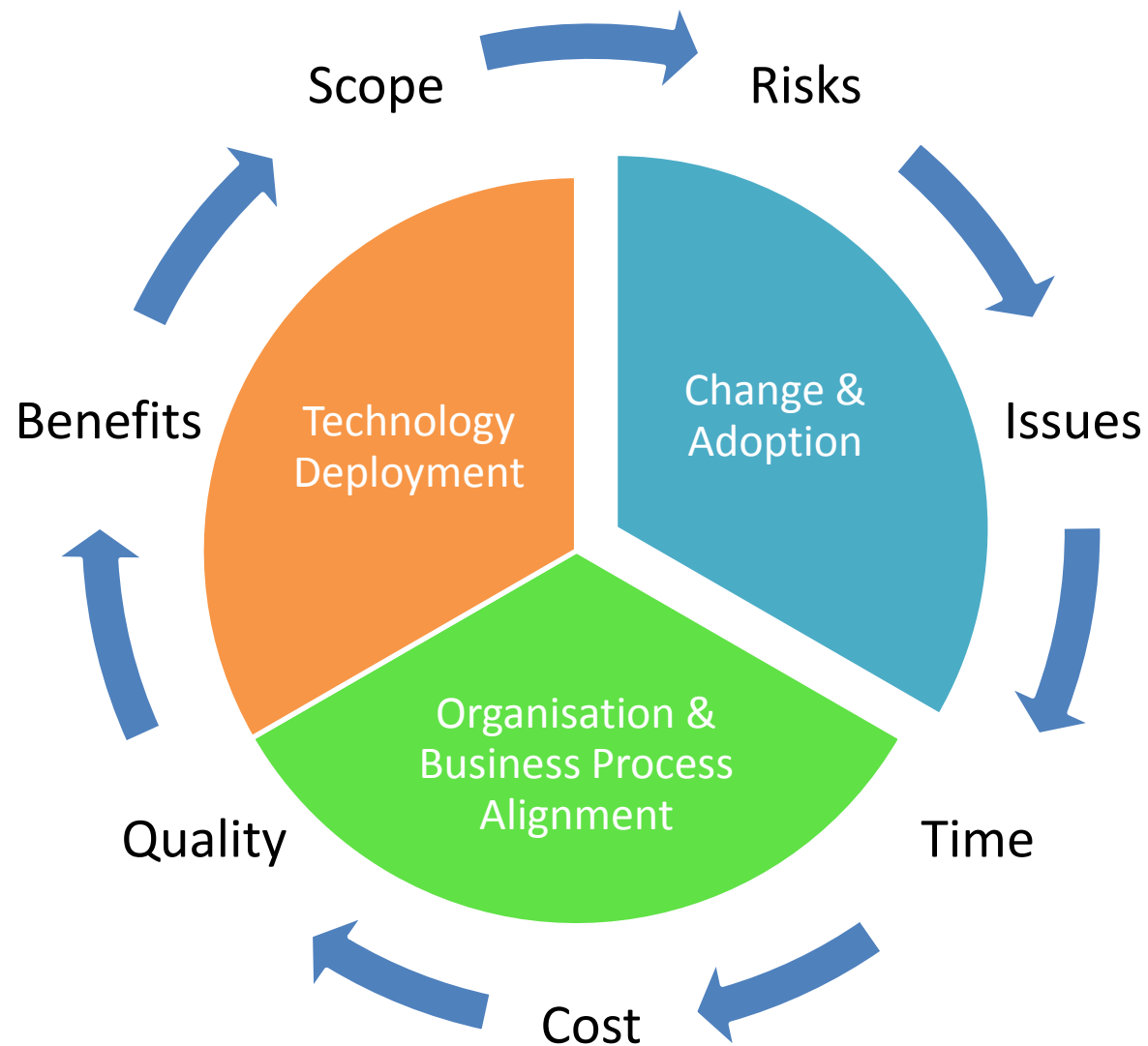
In the context of a typical business improvement project.....‘**Change & Adoption**’ is really about:





# Change & Adoption

**“An integral component to delivering successful projects”**  
(ICT & Business Process Improvement Projects)



## Key Activities:

- Stakeholder Identification & Engagement Planning
- Stakeholder Change Impact Assessment
- Communication Planning & Delivery
- Training/Education Planning & Delivery
- Go-live Support Planning & Delivery
- HRM & Organisation Design Considerations
- ‘Business-as-Usual’ Transition & Handover

*“Engage, Prepare & Support the Business through the Transition”*

*“Do it with the Business – Not To Them!”*

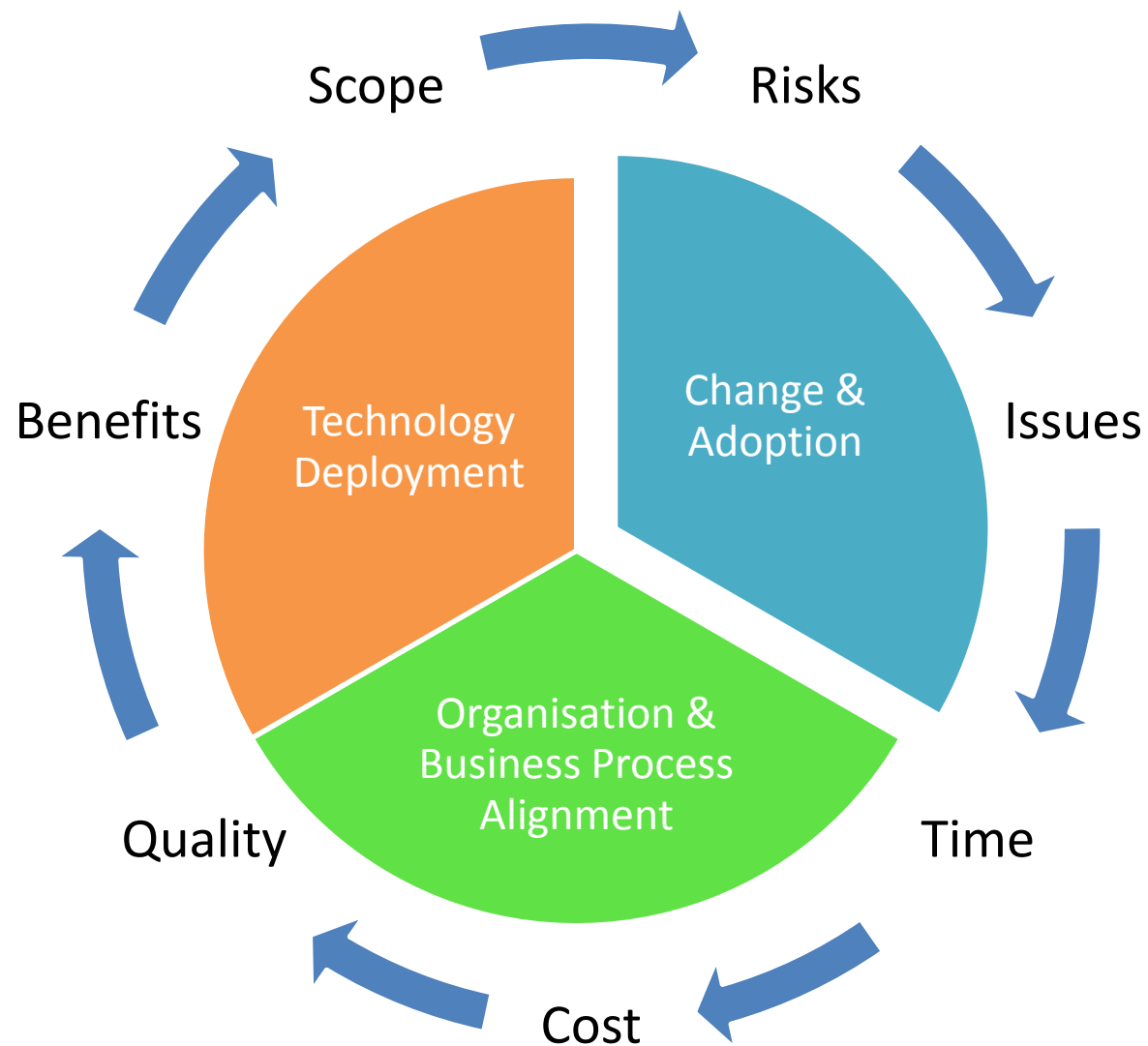
**“The Journey”**



# Change & Adoption

“An integral component to delivering successful projects”

(ICT & Business Process Improvement Projects)



“The Journey”

## Key Objectives:

- 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.