

## Preparing for the Big One - Organizational Readiness

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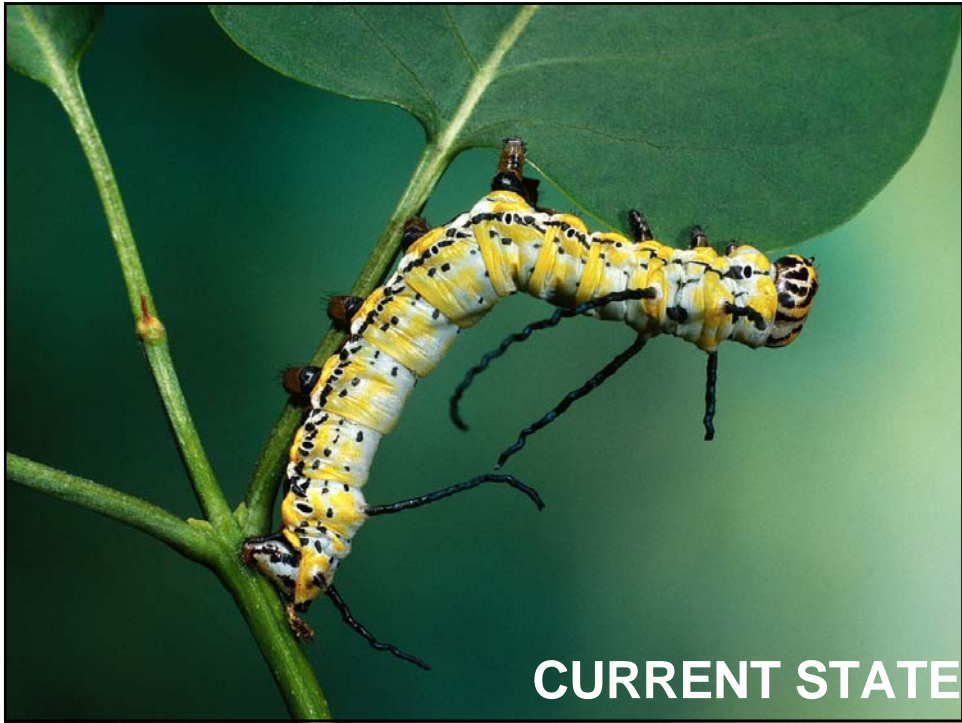
**Preparing your business and technical staff for systems implementation requires thinking about what impacts technology may have on your community. This workshop will cover topics including your organization for new systems and human factors for technology training.**



## What is Change

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- Become or make different
- Substitute or replace something
- Pass from one state to another
- Exchange or replace
- Variance from routine
- Transition from something





## Organizational Assessment

- Key Stakeholder Groups
  - Users
  - Business Functions
  - Organizational Structure
  - Roles
- Change Agents
  - County Liaisons
  - Stakeholder Supervisors



## Organizational Assessment

- Roll-out Strategies
  - "Big Bang"
  - Regional
  - Pilot
- Training Strategies
- Define Support Specifics



## Change Management



- Application Impact Analysis
  - Identify the Change
  - Prepare to Change
  - Plan for the Change
  - Implement the Change
  - Sustain the Change



## Data Preparation



- Data Clean-up
  - Perform analysis of existing Data elements
  - Prioritize cleanup efforts
  - Monitor and report progress



## Data Preparation



- Data Conversion
  - Internal validation
  - End User validation
    - Mock Conversions



**HALF-FULL OR HALF-EMPTY?**



## Achieving Buy-in



- Identify and Mitigate Resistance
- Child Support Best Practices
- Process Model and Screen Designs
- Communications





## Communications



- Project Management Plan
  - Internal lines of communications
  - Reporting, review and approval process
  - Protocols for external communications



## Communications



- Frequent and consistent outreach efforts to all stakeholders
  - Newsletters
  - E-mail broadcast
  - Conferences
  - Web site updates
  - State-wide conference calls



## Vision



- Establish common understanding of upcoming changes
  - Identify benefits of changes to each level of the organization
  - Develop an understanding of the key change drivers and impacted areas
  - Map the changes to business imperatives



## Training



- Focus on key aspects of changes and how they apply to the business
  - Improve staff skills, knowledge and abilities through applicable, relevant and short training sessions
  - Provide roles-based, modularized training sessions
  - Utilize adult learning principles



## Post Implementation Follow up

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- Focus on business imperatives and vision
  - What did you want to accomplish?
  - How has the changes benefited the staff?
  - Shamelessly market successes



## Q & A

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Thank you for your time!

Questions?