PLANNING FOR A SOFTWARE CHANGE

Software Solutions, Inc. | Kevin Nye & Trent Corbin

WHAT ARE YOU BUYING?

- Software
- Project management
- Consulting services
- Data conversion
- Training
- Support and maintenance
- Upgrades and software improvements
- Improved processes
- Better access to financial information
- Interfaces | reports | data conversion
- Organizational transformation

CHANGE MANAGEMENT

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"Change management is the discipline that guides how we prepare, equip and support individuals to successfully adopt change in order to drive organizational success and outcomes."

CHANGE MANAGEMENT METHODOLOGIES

- Association of Change Management Professionals Standard

- Agile

- Prosci ADKAR

- Six Sigma

- Kaizen

- Model of Change Theory

- Star Model

- 8-Step Model of Change

WHY CHANGE MANAGEMENT MATTERS

ORGANIZATIONAL
CHANGE HAPPENS ONE
PERSON AT A TIME

POORLY MANAGING
CHANGE IS COSTLY

EFFECTIVE CHANGE
MANAGEMENT INCREASES
SUCCESS

PILLARS OF CHANGE MANAGEMENT

START BY LOOKING INWARD

BUILD EXECUTIVE BUY-IN

MAKE IT A TEAM EFFORT

DEVELOPING THE PLAN

DELIVERING THE GOODS

STATISTICS ON CHANGE

CHANGING THE RULES

WHY DO CHANGE MANAGEMENT PROCESSES FAIL?

- Strategic shortcomings
- Underestimating scale and scope
- Neglected stakeholders
- Poor communication
- Lack of buy-in
- Lack of vision
- Active resistance
- Lack of tooling
- Inertia
- Lack of endurance

OBSTACLES IN GOVERNMENT CHANGE MANAGEMENT

Leader appointment

Limited time

Rules & regulations governing procurement, personnel, and budgeting

Constituent involvement

"THE SECRET OF CHANGE IS TO FOCUS ALL OF YOUR ENERGY, NOT ON FIGHTING THE OLD, BUT ON BUILDING THE NEW."

Way of the Peaceful Warrior

By Dan Millman

MAKE IT STICK

- Start with the "*WHY*" and "*WHAT*"

- Go slow to go fast

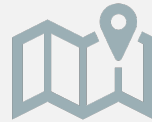- Commit to landing, not just launching

PRINCIPLES OF SUCCESSFUL PUBLIC-SECTOR CHANGE EFFORTS

Improve performance against agency mission

Win over stakeholders

Create a road map

Take a comprehensive approach

Be a leader, not a bureaucrat

CUSTOMER
EXPERIENCE

QUESTIONS?

Thank you for your time!