CHANGE MANAGEMENT PROCESS OVERVIEW

1. Set Implementation Goals

We work with you to establish implementation goals for each part of your Outpost system. Goal-setting usually involves establishing the best way that the system can be used, identifying and preventing potential roadblocks and setting target dates.

2. Determine User Groups

We find it useful to break up your business into distinct user groups, so that we can deliver tailored training.

If available, your existing organisation charts and role descriptions will help with this step.

3. Nominate Internal Change Drivers

It can take a lot of work to drive the required change into your business, so we find it best to delegate change responsibilities to key people in your business. We call these people “change drivers”, or “Drivers” for short. Each user group defined in the previous step should have an assigned Driver who is responsible for ensuring that implementation goals are met for that user group.

There are some important things to consider when selecting Drivers:

- Accountability- Drivers need to have KPIs related to change management goals as well as regular internal follow-ups.
- Authority- Drivers need to have enough authority to drive the required change.
- Ability- Drivers should be technically savvy, as they will be responsible for assisting other users, monitoring system use and suggesting improvements.

4. Outline Driver Responsibilities & KPIs

We work with you to create role descriptions and KPIs for each of your Drivers. The more effectively your Drivers are completing their assigned duties, the more likely it is that your implementation goals will be met.

5. On-Ramp Consultations/Focus Groups

Before conducting any training, we talk to your people to find out what they want to know about the coming changes.

6. Develop Customer Training Manuals

We assist you with development of the following:

- PDF training manuals for sending by email and printing
- Searchable online knowledge base
- Help toolbar with relevant help articles (built into the software)

Where applicable we recommend incorporating these training manuals into your existing processes and inductions.

7. Communications Runway

We always let users know ahead of time which changes that are coming, and when they will take place.

We like to make training manuals available to users early.

We clearly outline key dates to users, including any old system switch off dates.

8. Training Sessions

We conduct a series of training sessions, tailored to your needs. Training sessions often include:

- An introduction presentation for all key personnel.
- Driver training sessions
- User group training presentations. In these presentations we:
    - Explain the benefits of the new system for users.
    - Explain that ongoing, personal support will be available.
    - Go through a system demonstration.

Presentations are usually run as open discussions. Attendees can jump in at any time.

9. One-On-One Training

Following group training sessions, we provide one-on-one assistance with users at their request. This ensures that all users are comfortable with the new system.

10. Old System Switch Off

The most effective way to implement a new system is to switch off the old one. This is also important, as running two systems in parallel is almost always a bad idea, unless the new system requires a testing period.

11. Ongoing Support

Following our training sessions, we are always available to help and assist. We encourage Drivers to provide help and assistance to their user groups, and contact us should they not be able to resolve and issue.

12. Regularly Review Implementation Progress & Goals

This step is the "glue" that holds the implementation effort together. By regularly reviewing progress with you and your Drivers, we are able to make necessary improvements and ensure that nothing falls by the wayside. Many companies do everything else right, but fail to commit to implementation, resulting in a partially-used system and an under-utilised investment.