

# **Appendix G**

## **Implementation Change Management Best Practices**

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Originally created during a ServiceNow transformation; generalized for any enterprise platform implementation.

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## Appendix G: Implementation Change Management Best Practices

Effective change management is crucial to achieving user adoption, minimizing resistance, and ensuring a successful platform implementation. This section outlines best practices for managing organizational change.

### **Stakeholder Engagement**

- Identify key stakeholders early and involve them throughout the process. Benefits: Ensures alignment and reduces resistance.

### **Clear Communication Strategy**

- Develop a comprehensive communication plan that addresses all user levels. Benefits: Improves awareness and sets expectations.

### **Executive Sponsorship**

- Secure commitment from leadership to advocate for the change. Benefits: Encourages company-wide support and motivation.

### **Training and Support**

- Provide ongoing training tailored to different user roles. Benefits: Enhances system proficiency and confidence.

### **User Involvement in Design**

- Involve end-users in process design to align with their workflows. Benefits: Increases acceptance and usability of the system.

### **Change Champions Network**

- Establish a network of champions to promote change within teams. Benefits: Fosters a positive culture and early adoption.

### **Feedback and Iterative Improvement**

- Collect feedback regularly and refine processes accordingly. Benefits: Ensures continuous improvement and satisfaction.

### **Phased Rollout Approach**

- Implement changes in stages to reduce disruption and allow for adjustments. Benefits: Minimizes risk and provides time for adaptation.

### **Performance Monitoring and Metrics**

- Define KPIs to measure change success and identify improvement areas. Benefits: Provides insights into progress and gaps.

## Overcoming Common Resistance

- Identify typical concerns such as fear of job disruption or lack of technical skills.
- Provide solutions like early involvement, hands-on training, and leadership support.

## Conclusion

Structured change management is essential to maximizing the value of your platform. Organizations that proactively address resistance and foster continuous improvement will achieve greater adoption and long-term success across the organization.

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