

Decision Interface ManageIT Change Management

Application Change Management Service

The Application Change Management service from Decision Interfaces's ManageIT Change Management (MCM) team offers an integrated approach to managing the human and organizational changes needed to gain the optimum business benefits from the implementation of an ERP application suite. This service provides a tailored program of change that addresses the key areas necessary for the successful assimilation of new business systems



Introduction

A year long IBM study of 24 companies revealed an obvious but significant finding. The success of a new system is directly related to the organization's ability to accept and adapt to change. The price of unsuccessful or painful business system implementations is high in terms of money, disruption to work and user frustration. Managing the change should not be left to chance.

Decision Interface's Application Change Management service offers an integrated change program that addresses the organizational and human factors that facilitate successful adaptation to change.

In Detail

Implementing new applications can improve your business where it matters; in the day-to-day processes used to deliver goods and services. In order to gain the full benefits of new applications, organizations need to understand the effect the technology will have on the company and its people. From this understanding a comprehensive program can be outlined which will address the alignment of roles and responsibilities, identify new skills and training requirements, and improve work processes. In addition, good communication and transition management will ensure that staff understand the benefits of the new applications and can use them effectively.

MCM can also help your business users understand their role in the implementation project and provide them with the skills to influence and verify the business application(s).

Decision Interface's MCM consultants bring their experience and structured methodology to evaluate your current situation and identify key areas for change management focus. This approach can help you realize the full business benefits from the implementation of an ERP application suite.

Our integrated change program includes:-

- *Application Impact Assessment;* to systematically identify and plan areas of change affected by the application.
- *Communication Programs;* to increase understanding of the application benefits and reduce uncertainty and resistance to change.
- *Roles and skills assessments;* to identify new role and skill requirements and deliver role and skill profiles.
- *Impact on roles and responsibilities;* to assess how performance and productivity expectations will change for employees who will be affected by the applications.

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- *Training frameworks;*
to develop a total training solution that addresses role and skill requirements and manages the training initiative.
- *Transition management;*
to ensure application user issues including procedures, roles, training and technical issues are captured and addressed, minimizing user frustration, errors and productivity loss.
- *User Team Training;*
to ensure business users understand their role in the implementation project and have the knowledge and skills to influence the results including process improvements, design and testing.

Experience

Decision Interface has considerable experience of managing the numerous aspects related to IT implementation.

Through this Application Change Management Service and other related offerings built within Decision Interface's implementation management system, ManageIT, you can take advantage of Decision Interface's knowledge and experience gained from previous implementing projects.

Summary

Working in partnership with you Decision Interface's Organizational Change Management can identify key areas of change, develop and implement an integrated change program that will enable a timely and efficient uptake your ERP applications.

Related Services

The Application Change Management Service is one of a number of offerings within Decision Interface's Service portfolio. A full range of services is available on request and includes other Consulting, Education and Support Services.

References

Application Change Management assignments have been carried out at a number of large public and private companies. Examples of these projects can be discussed as appropriate.

Further Information

For further information or to contact a member of Decision Interface's Organizational Change Management team please call direct 858.350.6297 or email to G.Rinehart@decisioninterface.com.