Work 10 Change Management Kit

Change management is crucial for any software implementation, as it helps address potential resistance to change, eases the transition for employees, and maximizes the benefits of the new technology.

OIA's Change Management Kit is designed to ensure successful adoption of iManage Work 10. It is derived through our extensive and successful experience of iManage implementations and underpinned by the Prosci ADKAR Model that describes successful change at an individual level, this model is also utilised by iManage as best practice for change management.

The Change Management Kit allows OIA to discover essential information from your business through discovery and data analysis, resulting in a fully customised report that we will step through at handover. The outcome is a change plan in the form of a **Change Management and Communications Framework Report** containing key findings, a change management and communications schedule outlining awareness raising activities and stakeholder responsibilities including all supporting collateral. Plus, recommendations around:

> Training and go live approach
> Post go-live activities
> Measurement of success
> User adoption
> Future considerations to ensure continued success with iManage Work 10

We appreciate you may need assistance with the execution of some of the recommendations contained in the report, and as such, OIA can be engaged to execute elements as required.

The Change Management Kit contains three key stages: Discovery, Design and Execution.

Discovery

The Discovery phase involves gathering key information such as but not limited to scope, success criteria, stakeholders, usage metrics, impacted personas and workflows. This provides a foundation for the rest of the change management process and is critical to ensuring that the change is effectively managed and successfully implemented.

Design

The Design phase involves creating a detailed change plan in the form of a Change Management and Communications Framework Report with supporting collateral.

In this phase, the change management strategy and tactics are developed, including communication and engagement plans, training and support resources. The design phase ensures the change plan is feasible and aligned with your goals, timelines and desired business outcomes.

Execution

OIA will step through and handover the change plan (Change Management and Communications Framework Report and supporting collateral) with you.

The Execution phase is where you will then put the change plan into action, often with the help of key stakeholders, training and support.

The focus during this phase is on ensuring that the change is implemented smoothly and efficiently, with minimal disruption to the organisation and its operations. With the overarching fulfilment of user adoption and desired business outcomes met.

Why the ADKAR Model?

The ADKAR Model, a renowned change management framework, emphasizes five essential elements crucial for successful change adoption: Awareness, Desire, Knowledge, Ability, and Reinforcement.

In the initial stages of the ADKAR Model, Awareness and Desire set the foundation for change. During the Awareness stage, individuals are informed about the reasons and benefits of the change, helping them understand the necessity and implications. As they gain clarity, the Desire stage focuses on fostering personal commitment and willingness to support the change. Addressing concerns, involving stakeholders, and showcasing positive outcomes are key strategies to kindle this desire for change.

Subsequently, the Knowledge and Ability stages equip individuals with the necessary tools to implement the change effectively. In the Knowledge stage, employees are provided with the information and training they need to adapt to the new environment. This ensures that they possess the know-how to handle the challenges that come with the change. The Ability stage then empowers individuals to apply their acquired knowledge and skills in their day-to-day work. By providing support, resources and removing barriers, organisations enable their employees to showcase their capabilities confidently.

Lastly, the Reinforcement stage plays a pivotal role in sustaining the change. Recognising and celebrating successes, reinforcing positive behaviors and continuously monitoring progress are essential to embed the change in the organization's culture and ensure long-term success.

Following the ADKAR Model's structured approach empowers organisations to navigate change more adeptly, ensuring smoother transitions and achieving successful outcomes.

About OIA

Modern business conditions are imposing higher demands on Information Technology.

Organisations are grappling with an ever-increasing surge in the volume of emails, documents, and data across the board, while simultaneously facing growing responsibilities to ensure the utmost security of this valuable information.

Amidst an intensely competitive landscape, clients are actively in search of more efficient and cost-effective services. This demands that your users have access to faster and more flexible systems to meet the service levels necessary for satisfying your clients' needs.

With over 30 years of experience, OIA has collaborated with businesses of all sizes, helping them through their digital transformation journey to deliver modern, secure and efficient solutions.

By collaborating with top-tier technology providers, OIA offers comprehensive end-to-end solutions that enable you to concentrate on running your business rather than managing IT

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