

University of California Riverside

Change Approach and Deliverables

May 30, 2024



Attain Partners

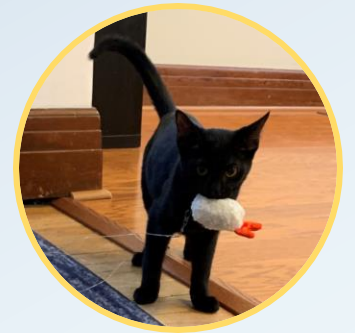
Change Management Team



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Change Champions



Crystal Sankey
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Executive Director,
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Senior Data &
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**Brandon
Westenberger**
Database
Administrator

Session Goals

Introduction to Change Management Principles

Overview of fundamental Change Management principles and their significance in the implementation process.

Review Deliverables

In-depth examination and discussion of the deliverables specified in the Statement of Work to ensure alignment with project goals.

Next Steps

Outlining the crucial steps and milestones for a seamless transition, emphasizing proactive measures to address challenges and ensure success.

Intro to Change Management



What is Change Management?

Organizational Change Management (OCM) or Change Management (CM)

- Human side of change; Promotes engagement and adoption



- Org. mission alignment to foster unified understanding
- Structured approach to adoption of new processes and technologies

Our Approach



Change Management is Key

Change Management leads to
6x more likely
project success!



Minimizes
productivity dips



Increases sustained
change adoption

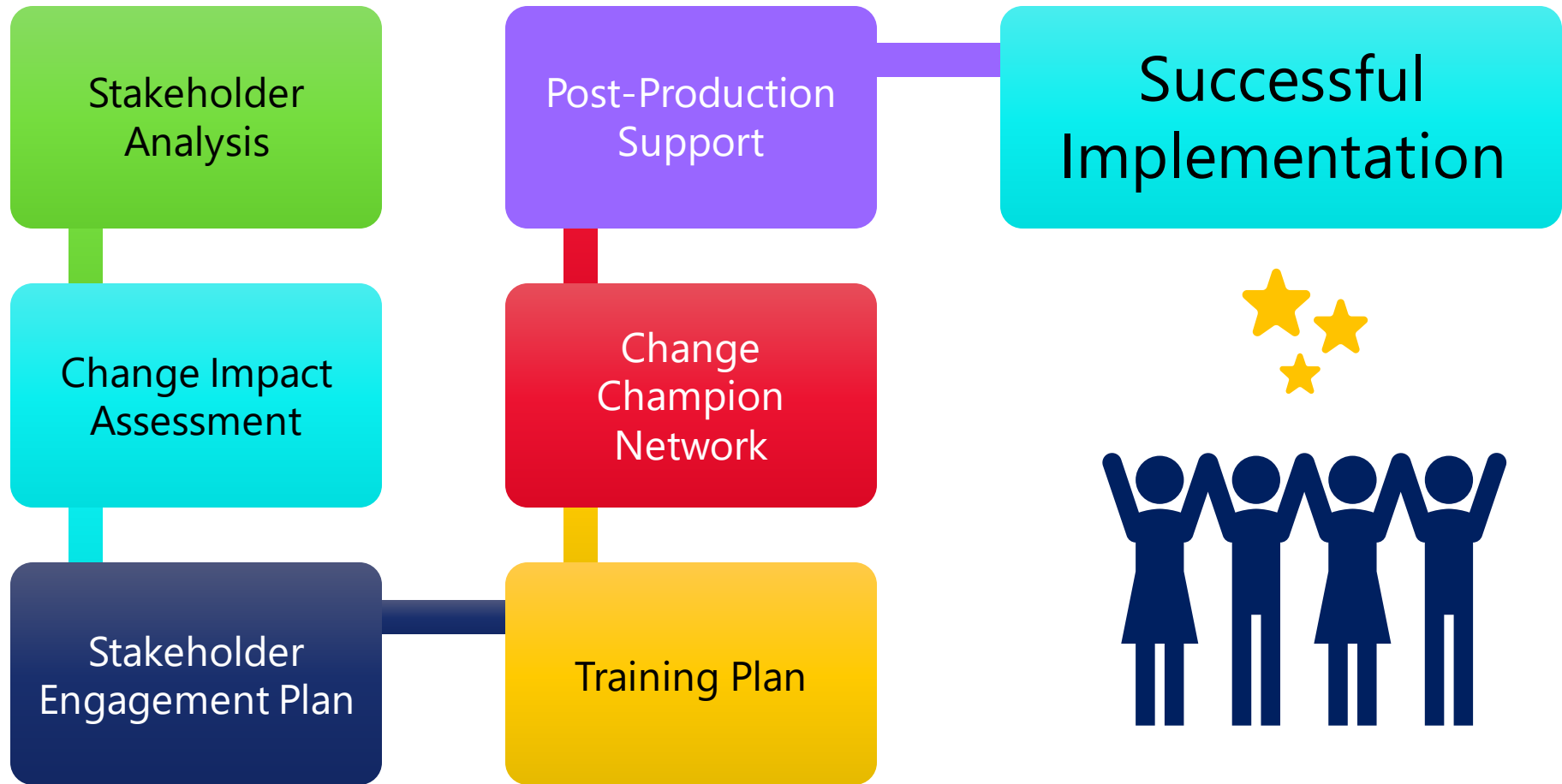


Reduces timelines
and costs



Meet or exceed
project objectives

OCM Deliverables



Review of Deliverables



Stakeholder Analysis

WHO

- Stakeholder Description
- Stakeholder Roles and Responsibilities
- Current State Technology
- Future State Technology
- Change Impact
- Communication Requirements
- Training Requirements

DOWNSTREAM IMPACTS

- Stakeholder Analysis relates to Change Impact Analysis; completed in tandem.
- Communication and training plans
- User stories and journeys, personas, and user experience

DEPENDENT ON

- Complete Solution Design
- Understanding how stakeholder groups will interact with the tool
- Understanding impact on stakeholder groups
- Understanding stakeholder preferences on training and communication

Change Impact Assessment (CIA)

PURPOSE

- Identify people, process, and technology changes
- Determine level of impact for stakeholder groups
- Impacts can be:
 - specific or broad
 - large or small
 - guaranteed or speculative
- Mitigate risks related to changes
- Ensure stakeholders receive the tool appropriately

DOWNSTREAM IMPACTS

- Identify future resistance
- Identify major process changes
- Training Needs
Assessment and training plan depends on CIA
- Stakeholder Engagement/
Communication Plan
depends on CIA

DEPENDENT ON

- Clear understanding of current state
- Clear understanding of future state
- Complete Solution Design
- General understanding of stakeholder groups and how the change will affect them

Stakeholder Engagement / Communication Plan

PURPOSE

Outlines modes and methods of communication and covers:

- Send/Present Date
- Status
- Cadence
- Deliverable Type
- Subject
- Audience
- Communication Channel
- Key Message/ Objective
- KPIs
- Drafted By
- Draft Due Date
- Draft Approval Date
- Sender/Speaker
- Owner

DOWNSTREAM IMPACTS

- Clear, effective communication is crucial for adoption
- Creating a communication plan early is beneficial so that drafting can begin, and messaging can be delivered on time

DEPENDENT ON

- Understanding impact on stakeholder groups
- Knowledge of stakeholder communication preferences
- Review of UCR communication methods and efficacy
- Delivery date/other milestones

Training Plan

PURPOSE

- Describes how training will be delivered to stakeholders
- Covers:
 - Status
 - Stakeholder Group
 - Training Method
 - Materials
 - Date of Training
 - Agenda/ Schedule
 - Registration Required?
 - Location
 - Content Owner
 - Trainer
 - KPIs

DOWNSTREAM IMPACT

- Effects users' ability to use the system
- Training allows us to fill any gaps in the process that technology doesn't cover with manual/analog solutions

DEPENDENT ON

- Completion of Stakeholder Analysis
- Change Impact Assessment
- Survey or meet with stakeholders to understand their training preferences
- Understanding of training methods employed at UCR and their efficacy
- Delivery date and other milestones so training can be planned

Change Champion Network

A group of high performing, respected team members who learn and adopt the change early to assist with the organization-wide rollout.

BENEFITS

- Users likely to adopt something respected peers evangelize
- Fewer full-time resources are required to deliver effective training
- Change Champions can use participation as performance/promotion criteria

RESPONSIBILITIES

- Participate in end-to-end User Acceptance Testing
- Complete training requirements before their peers
- Participate in larger trainings as subject matter expert/trouble shooter
- Act as go-to for questions, issues, ideas on the floor

QUALIFICATIONS

- High performer
- Liked and respected by peers
- Positive attitude
- Ability to step away from business requirements to assist peers
- Able to make time commitment to change champion network responsibilities

Change Champions



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Post-Production Support



Post go-live survey
identify needs
& knowledge
gaps



Office hours
to answer
ad-hoc
questions



Follow-up training
as needed

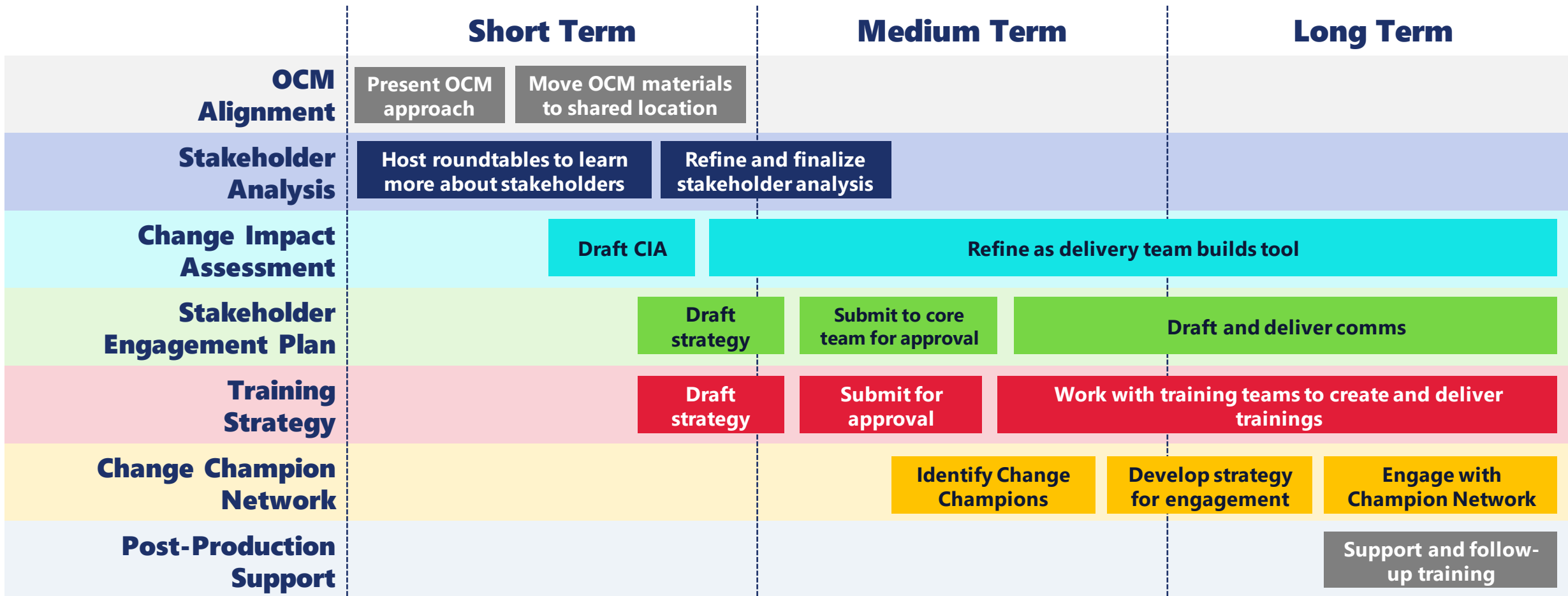


Change Champion Network
transition plan

Next Steps



Change Management Timeline



Thank you!

