5 STEPS FOR EFFECTIVE CHANGE MANAGEMENT IN YOUR TECHNOLOGY ENVIRONMENT

Over the past few years, the tech landscape has evolved drastically and continues improving for the better. Failing to keep up with the latest technology trends and current business practices can place your organization at risk, and simply investing in next-gen technologies doesn't guarantee successful implementation either.

When introducing new technology to your IT infrastructure, it's important to remember that change can be hard for individuals. It can be incredibly difficult to anticipate whether end users will easily take it on their own. You need a well-planned change management strategy when implementing new technology to help you achieve success and extract the maximum out of your investment.

Here are five ways to manage change in the workplace when implementing new technology:

Contigo
Technology

1 IDENTIFY

Be clear on why specific changes are needed.

It's essential to review business processes first to identify critical areas that need a technological refresh. Often, decision makers don't know where to start when it comes to technology gaps. Evaluate what you need to update and why.

Answering the following questions will help you effectively manage change on technology upgrades:

▶ *What are you changing?*

▶ *What systems could be impacted?*

▶ *What processes could be impacted?*

▶ *How could this impact employees?*

▶ *How could this impact customers?*

▶ *Will anyone else be affected that should be considered in change management planning?*
----

2 EVALUATE

What people, processes, and technology will be impacted by this change?

Communication is key in successfully driving technological change management. Make sure you have the right strategies in place to ensure your team can adapt to the changes. What if your expected change isn't conveyed at the right time in the right way? It will lead to a disconnect impacting even the most well-planned improvements.

Here's how to avoid any disruption:

☐ Review technology mapping and dependencies to ensure you understand the impact of taking certain systems offline for updates

☐ Determine if failing over to a backup system is an option. If not, evaluate peak usage for all affected users to ensure you don't plan system downtime during high-use timeframes

☐ Determine processes that will need to change as well as process owners

☐ Detail anticipated impact to different internal and external user groups

3 MANAGE

Determine who will manage the change.

Be sure to clearly identify your change leaders and ensure their contact information is prominent on all change communications.

SPONSORSHIP/ACCOUNTABILITY – Which executive sponsor will drive your project forward and hold accountability to objectives?

PROCESS – What processes will be impacted and need to change as a result of your technology project? Communicate this with relevant process owners and give them implementation timeframes.

PEOPLE – After meeting with relevant team leaders to inform them of the upcoming initiative, what was their feedback? How will it change your plan?

TECHNOLOGY – What platforms and technologies will be impacted by the pending updates? Which admins and emergency contacts (internally and externally) need to be ready if there is an unexpected breakage during execution?

----

4 CREATE

Build your implementation plan.

Once you've identified and met with people, process and technology owners to share your intention and gather their input, you're ready to flesh out your implementation plan.

This plan should include:

☐ Defining phases for each implementation

☐ Documenting objectives for each phase

☐ Noting down tasks in each phase

☐ Assigning task owners and getting contact info

☐ Creating targeted task timeframes (begin/end)

☐ Carrying out recurring change management planning meetings in real-time

☐ Building a seamless communications plan

5 IMPLEMENT

Once the change plan is approved by relevant stakeholders, it's time to implement the changes. This often requires cross-team collaboration and sometimes the assistance of third parties, such as technology vendors, consultants or a managed service provider (MSP).

It's better to start with a pilot program to identify the kinks and address them on time. When you are confident enough, proceed for the final implementation stages – installation, set up and training.

Decide on the following before you go live:

▶ *When will your kick-off meeting take place?*

▶ *Who is the executive sponsor that will explain why the project is important?*

▶ *Who will cover the implementation plan and update relevant task owners if organizational changes occur?*

▶ *When will your weekly planning meetings occur? Regular planning meetings are critical for success.*

▶ *How will you seek feedback once the technology change goes live?*

▶ *How will you address and correct verifiable slowdowns or other measurable issues?*

▶ *Based on user feedback, what components in your technology environment need to be optimized to better serve the needs of your organization?*

Change is stressful. Without a good plan in place, avoidable errors are more likely to occur, and you risk breaking important processes and losing valuable team members to burnout in the process. Partnering with the right MSP can minimize organizational stress as you update your technology ecosystem. An MSP will help you with system mapping, understanding dependencies and post-installation network auditing to ensure nothing is inadvertently misconfigured.

Contact us to develop a change management plan for your upcoming technology infrastructure refresh.