

HOW TO WIN AT CHANGE MANAGEMENT

Best practices for seamless software implementations

Recent market research shows that change management is a challenge for IT leaders around the world. During your next software implementation, consult this six-point checklist to help you overcome the common difficulties that come with switching software.



www.gonitro.com

✓ Be laser-focused on the endgame.

Begin the implementation process by establishing and socializing clear-cut goals and measurable success metrics. Use these guidelines to help prevent scope creep and foster alignment between vendors and internal stakeholders.

✓ Ensure vendors play a key role.

Make change management a key topic during software evaluations, and hold vendors accountable for providing post-purchase support. They are, after all, experts on their solution.

✓ Respect your users' time.

Create a rollout and onboarding plan that limits disruptions to your users' daily work. If you do require their time, make sure the meeting or training is handled thoughtfully and efficiently.

✓ Know your audiences.

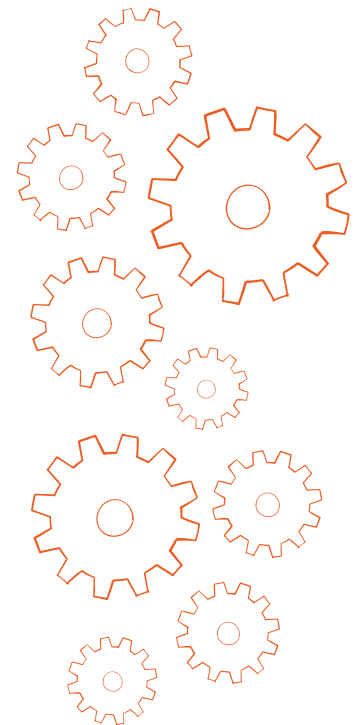
Identify different user groups and their unique needs. For example, how will finance's use of the new solution differ from marketing's? While a blanket approach can be counterproductive, a tailored strategy can drive adoption.

✓ Share rationale and context.

Explain to users why a new software is necessary and/or why their existing tool cannot fulfill this need. To further ease resistance to change, highlight the unique value that the new software can add to their workflow.

✓ Keep users informed.

Your greatest change management asset, a communication plan can make or break the success of your software implementation. Ensure you openly convey updates, share training resources, and collect feedback to engage users.



Proactive change management enables organizations to maximize their software investment—yet the way to accomplish this goal can be unclear for IT leaders.

Download “Modern Change Management: A Report on Misperceptions, Trends, and Strategies for Success” to learn more.