



Organizational Change Management (OCM) Checklist

Use this checklist to help guide your Application Optimization change management.

Items in magenta indicate training activities.



ASSESS

- Develop high-level OCM timeline
- Assess organizational hierarchy
- Assess current state
- Define future vision
- Assess experience and risk
- Gaps assessment
- Develop roadmap strategy



OPTIMIZE

- Define detailed audience and change impacts
- Develop detailed change plans
- Develop readiness scorecards
- Identify core change team
- Define/plan change agent/super user network
- **Develop detailed training strategy**
- **Develop training curriculum**
- **Create training development resource plan and budget**



TRANSFORM (Project Execution, Project Monitoring, and Project Closure)

- Engage change agent/super user network
- Develop the engagement tracker
- Execute and monitor OCM plans
- Business readiness assessments
- Training evaluations and assessment
- **Develop and deliver pre-training knowledge workshops**
- **Training course development**
- **Training logistics & delivery**
- **Train the trainer**



SUSTAIN (Post-Implementation)

- Monitor and measure adoption and usage
- **Conduct ad hoc coaching sessions and workshops**
- Conduct program effectiveness evaluation (minimum 30-days after go-live)
- Knowledge transfer

Contact MSSBTA to streamline IT and business operations.

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