

Communications are easily understood and never disregarded by users.

1

2

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Users eagerly anticipate information about the change and respond positively to updates when they receive them.

1

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There is a structured system in place to dictate the frequency and content of communications at the various stages of change projects.

1

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Total score for Communications _____

COLLABORATION

1 = Strongly Disagree to 5 = Strongly Agree

IT communications are well received and acted upon by users.

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Senior management support for the change is evident to users.

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Testing and training reflect actual user roles and scenarios, and the final product meets users needs.

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The agency is not surprised by project setbacks and delays.

1

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Change-related business tasks are completed in sync with the IT tasks.

1

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Total score for Collaboration _____

CONFIDENCE

1 = Strongly Disagree to 5 = Strongly Agree

Employees are able to perform their functions immediately following changes with little or no support.

1

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Users are comfortable working with the new system/process immediately following implementation.

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The number of tickets submitted in the wake of IT change does not represent a significant increase over the norm.

1

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User's have confidence that there is adequate support for them as they adapt to the new methods and processes immediately after implementing the change.

1

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Users are able to resolve many of their own post-implementation issues.

1

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Support staff feels they are able to adequately respond to user issues and problems after implementation.

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Foreseeable problems are addressed before the launch and necessary changes are made.

1

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The final products/processes that we implement incorporate feedback received from users during the testing phase.

1

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Help desk does not have any trouble handling the volume and types of change-related requests following implementation.

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Users are satisfied with the support they receive from the help desk on change related inquiries.

1

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Total score for Confidence _____

Contact MSS Business Transformation Advisory to take the full Change Readiness Assessment. Our experts can help answer any questions you may have and discuss how you can ready your IT team for any upcoming changes. **Advisory@mssbta.com** or **602-387-2100**.

Scorecard Results

Communication Score

0 – 6 = Potential catastrophic effect on change

Lack of timely information about pending changes frustrates business users and creates resistance to change. Anticipate issues and questions by preparing and distributing a FAQ sheet to affected users. Provide updated information, either written or verbal, at each phase to keep users informed of upcoming impacts. Be creative and innovative in the methods you use to deliver communications. Establish a detailed and comprehensive communication plan to unify and bring consistency to the process.

7 – 24 = Possible hinderance to change

Lack of timely information about pending changes frustrates business users and creates resistance to change. Anticipate issues and questions by preparing and distributing a FAQ sheet to affected users. Provide updated information, either written or verbal, at each phase to keep users informed of upcoming impacts.

25 – 30 = Ready for Change

Based on your responses, change communication is effective in your Agency!

Collaboration Score

0 – 5 = Potential catastrophic effect on change

Determine what and how you will communicate projects impacts to the business with the support of business management. Maintain strategy dialog with Business management through IT steering to stay on top of their needs and issues. Ensure business users provide their requirements for the new systems/processes that will be impacting them. Actively involve key business users in assessing and determining new systems, functionality or processes that will affect them. Build a collaborative timeline where both business and IT have the responsibility to adhere to it.

6 – 20 = Possible hinderance to change

Maintain strategy dialog with Business management through IT steering to stay on top of their needs and issues. Actively involve key business users in assessing and determining new systems, functionality or processes that will affect them. Build a collaborative timeline where both business and IT have the responsibility to adhere to it.

21 – 25 = Ready for Change

Based on your responses there is excellent cooperation between business and IT.

Confidence Score

0 – 10 = Potential catastrophic effect on change

Track and enforce the need for users to attend required training. Provide role specific training to ensure that affected individuals can perform their jobs. Create and distribute a FAQ sheet addressing the most common user issues. Provide users with printed or digital user reference guides and provide post-implementation IT support. Thoroughly test the change before going live. Pilot the implementation with a group of test users including resisters. Offer regular help-desk support staff with the same training as the users they support. Have a dedicated post-implementation support team available to provide on-site assistance, if possible.

11 – 39 = Possible hinderance to change

Provide role specific training to ensure that affected individuals can perform their jobs. Provide users with printed or digital user reference guides and provide post-implementation IT support. Pilot the implementation with a group of test users including resisters. Have a dedicated post-implementation support team available to provide on-site assistance, if possible.

40 – 50 = Ready for Change

Based on your responses your Agency is ready for change!