



IMPLEMENTING CHANGE MANAGEMENT PRACTICES INTO ELECTRONIC RECORDS PROGRAMS

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PRACTITIONER



CLASS DESCRIPTION AND OBJECTIVE

Most organizations are saturated with change. New technology is being implemented constantly to ensure regulatory compliance and enhance internal and external stakeholder experiences. But how do you prepare your stakeholders for the change to help increase the maximum return on your technological investment?

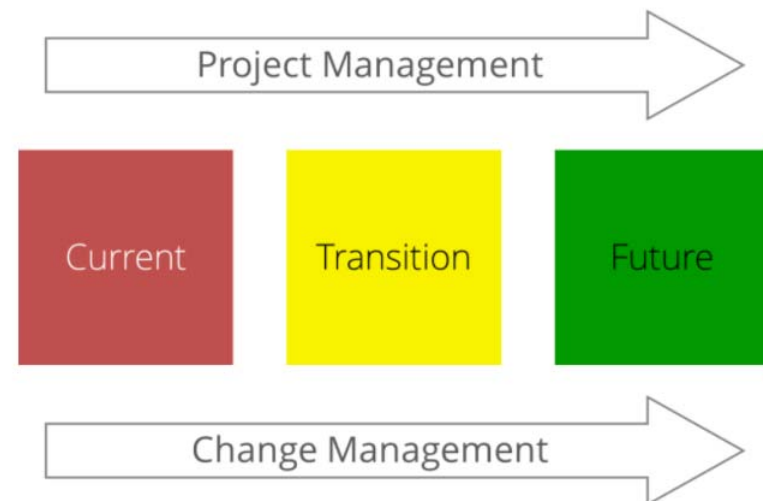
In order to achieve the maximum return on your investment, it is important that stakeholders adopt and utilize new business practices in addition to learning a new software.

OBJECTIVE

This class will highlight the benefits of incorporating change management practices into records management programs and provide participants with basic implementation tools to help their organization achieve the best results and outcomes.

WHAT IS CHANGE MANAGEMENT?

- The process, tools and techniques to manage the PEOPLE side of change to achieve a required business outcome.



4 TYPICAL RESPONSES TO CHANGE

The

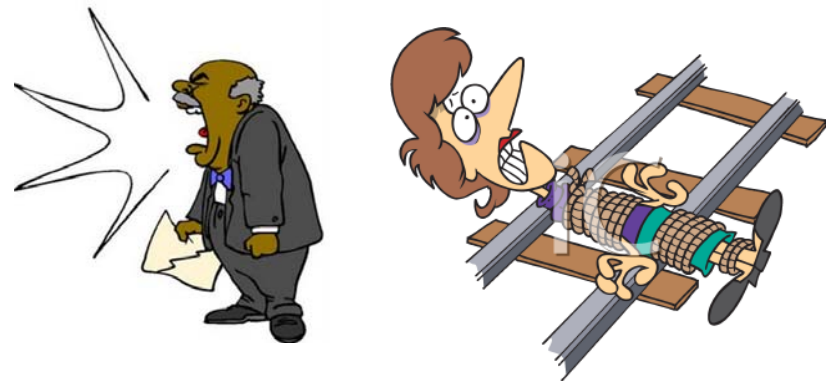
- Critic



4 TYPICAL RESPONSES TO CHANGE

The

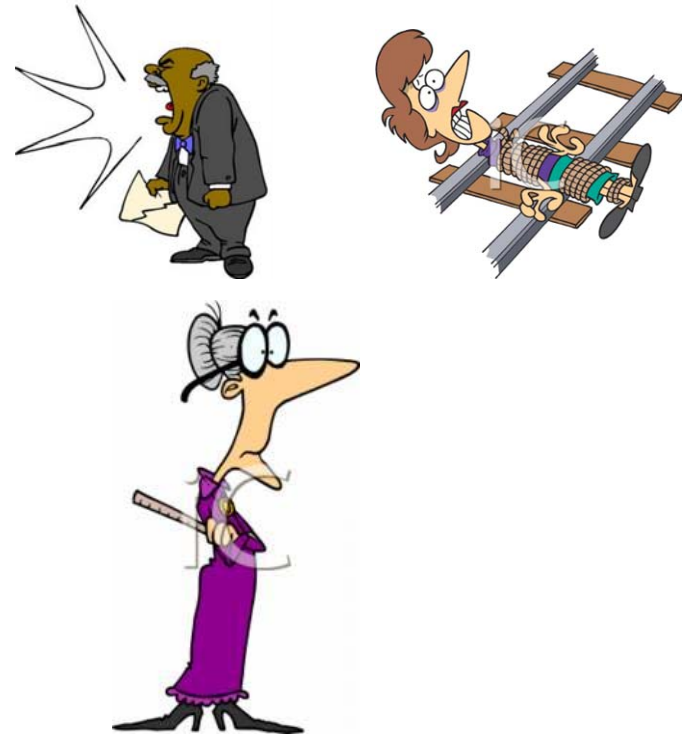
- Critic
- Victim



4 TYPICAL RESPONSES TO CHANGE

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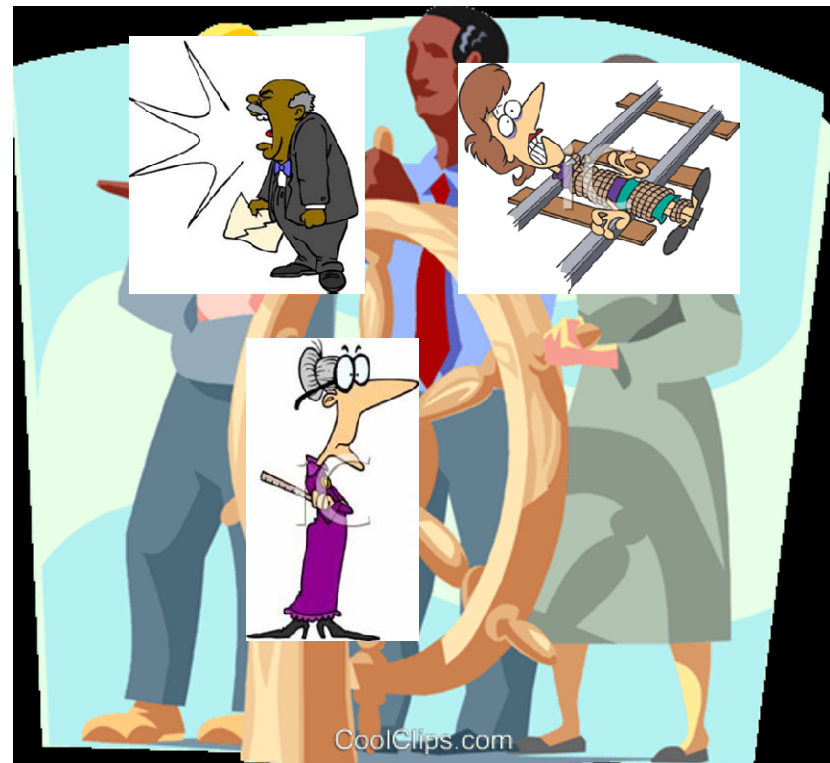
- Critic
- Victim
- Bystander



4 TYPICAL RESPONSES TO CHANGE

The

- Critic
- Victim
- Bystander
- Navigator



BENEFITS OF INCORPORATING CHANGE MANAGEMENT PRACTICES

- Ownership
- Collaboration
- Standardization
- Sustainability
- Reduce the blame game
- Inclusion – Foster internal, cross departmental and cross agency partnerships
- Meta Data – Retrieval ability
- Legacy

3 BASIC IMPLEMENTATION TOOLS TO GET YOU STARTED

Who will support the change?



- **Executive Ownership/Leadership is Critical!**
 - Governance
 - Project Sponsor
 - Subject Matter Experts

MANAGEMENT VISIBILITY

3 BASIC IMPLEMENTATION TOOLS TO GET YOU STARTED

How are you conducting business now?



- **Map Current State Processes** – Swim lane flow chart
 - Document the gaps, pain points, opportunities for automation



Paper to Electronic

3 BASIC IMPLEMENTATION TOOLS TO GET YOU STARTED

How are you going to engage and keep stakeholders engaged?



- **Create a Stakeholder Engagement Plan**
 - Communication, Education, Training
 - Survey



Technology Skepticism

ACHIEVING MAXIMUM ROI

- Adoption
- Utilization



CONSIDER THIS...

3 Projects, Each with \$1,000,000 Expected Benefits

	Project A	Project B	Project C
Expected Benefits	\$1,000,000	\$1,000,000	\$1,000,000
How "people dependent" is it?	Not at all	Somewhat	Significant
What are expected benefits if A&U=0?	\$1,000,000	\$550,000	\$40,000
People Side Benefit Contribution	\$0	\$450,000	\$960,000

MEASURING SUCCESS IN CHANGE MANAGEMENT

Adoption and Utilization

- Log in Rates
- Data Quality
- Technology Support Calls





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Thank You!