

FIVE KEY INGREDIENTS FOR SUCCESSFUL CHANGE MANAGEMENT IN IT PROJECTS



Around 70% of project failures can be directly attributed to poorly delivered change initiatives according to well-respected industry commentators such as Harvard Business Review, McKinsey Institute and IBM.

Implementing a strong change management plan will ensure your project doesn't fit in this failure statistic.

There are five key make-or-break areas for successful change management in IT implementation projects:



1. Communications

Keep all stakeholders and key people informed and give them a chance to provide feedback along the way.

Tip: Deliver a structured communications program as part of your change plan, take opportunities 'on the ground' to listen to people.



2. Stakeholder management

Have a strategy in place to firstly understand stakeholder expectations, and then engage with them to support and manage their needs.

Tip: Develop a detailed stakeholder analysis and engagement program which you deliver on throughout the project.



3. Mindsets and attitudes

New technology creates anxiety over being replaced or not being able to use the new technology, or having a preference for the 'old way'. Working to reverse these mindsets and attitudes will turn sceptics into your advocates.

Tip: Workshop key messages around the benefits of the new systems then support people to understand and embrace the change through communications and engagement.



4. Culture

Gain a clear picture of the current culture and situation, and then build a picture of the desired culture and situation, with this understanding you can then plan to bridge the gap.

Tip: Conduct a discovery scan to understand the current state, and ensure there is a clearly defined roadmap for delivery to build the change plan against.



5. Senior management support

Senior executive buy-in means changes will be supported from the top, giving others a powerful incentive to follow suit.

Tip: Keep senior managers well-informed and enable them to be active champions of the business benefits of the new system.