



Organizational Change Management (OCM) Checklist

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

Items in orange 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.

Advisory@mssbta.com or 602-387-2100

MSS
Business Transformation Advisory