Adoption & Change Management Checklist

Quick Guide to ACM

Adoption and Change Management (ACM) is a subset of Organizational Change Management (OCM) focused on guiding technology-driven change to a successful resolution. Effective ACM follows a repeatable process and results in increased ROI and an improved employee experience.

> "Employees are 230% more engaged and 85% more likely to stay beyond three years in their jobs if they feel they have the technology that supports them at work."
>
> – *In a Hybrid World Your Tech Defines Employee Experience*

Build the Foundation

✓ **Define the Goal**
o Where are we going?
o Why are we going there?
o When are we going there?

✓ **Build the Right Team**
o Executive Sponsor
o Technology Lead
o People Lead

✓ **Equip the team**
o ACM Training
o Admin Training
o End-User Knowledge

Communicate & Train

✓ **Communication Plan**
o From the right people
o At the right time
o Via a variety of mediums

✓ **Training Plan**
o Identify Key Personas
o Customize Training
o "Need to Know" first
o "Great to Know" second
o "Fun to know" sporadically

✓ **Feedback Loops**
o Surveys
o Focus Groups
o Meetings

Support & Enable

✓ **Champions Network**
o Power Users
o Key Influencers
o Volunteers

✓ **Intranet Site**
o Productivity Tips
o Additional Resources
o Guides

✓ **eLearning**
o On-demand
o Up-to-date

PRO TIP: A small change may not seem like a big deal, but lots of small changes back-to-back may transform the way a team or company works. With the way technology is continuously deployed, keep an eye out for lots of small changes that may add up to be a big deal for your end users.

Contact your SHI Account Executive today for services to help you hit all the ACM milestones.

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