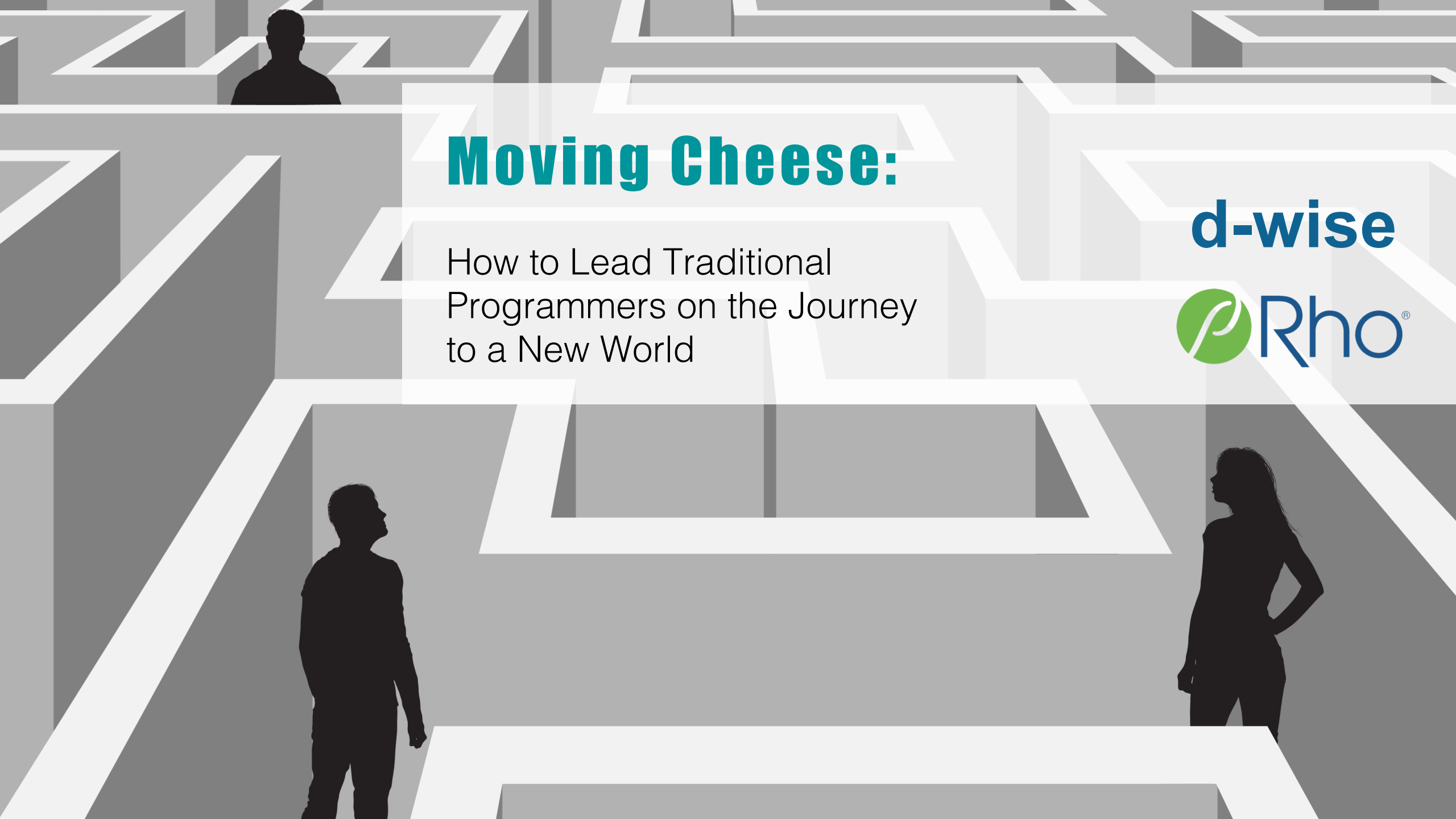




Moving Cheese:

How to Lead Traditional
Programmers on the Journey
to a New World

d-wise



Why Change Management?

- Takes Chance out of Change
- Increases Employees Buy-In
- Creates Business Value

CHANGE

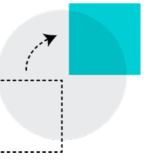


Case Study Details

- The Project
 - Workstation SAS to SAS Grid
 - 200 SAS users, their management, company stakeholders
 - 12 months
- Rho & d-Wise Partnership

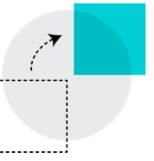


To Begin...



**Don't
Panic!**

Acknowledge the Change



- Change is a Journey
- Myth of the “Perfect” Employee
- Fear of Change is Human Nature
- Lead Employees to the Goal

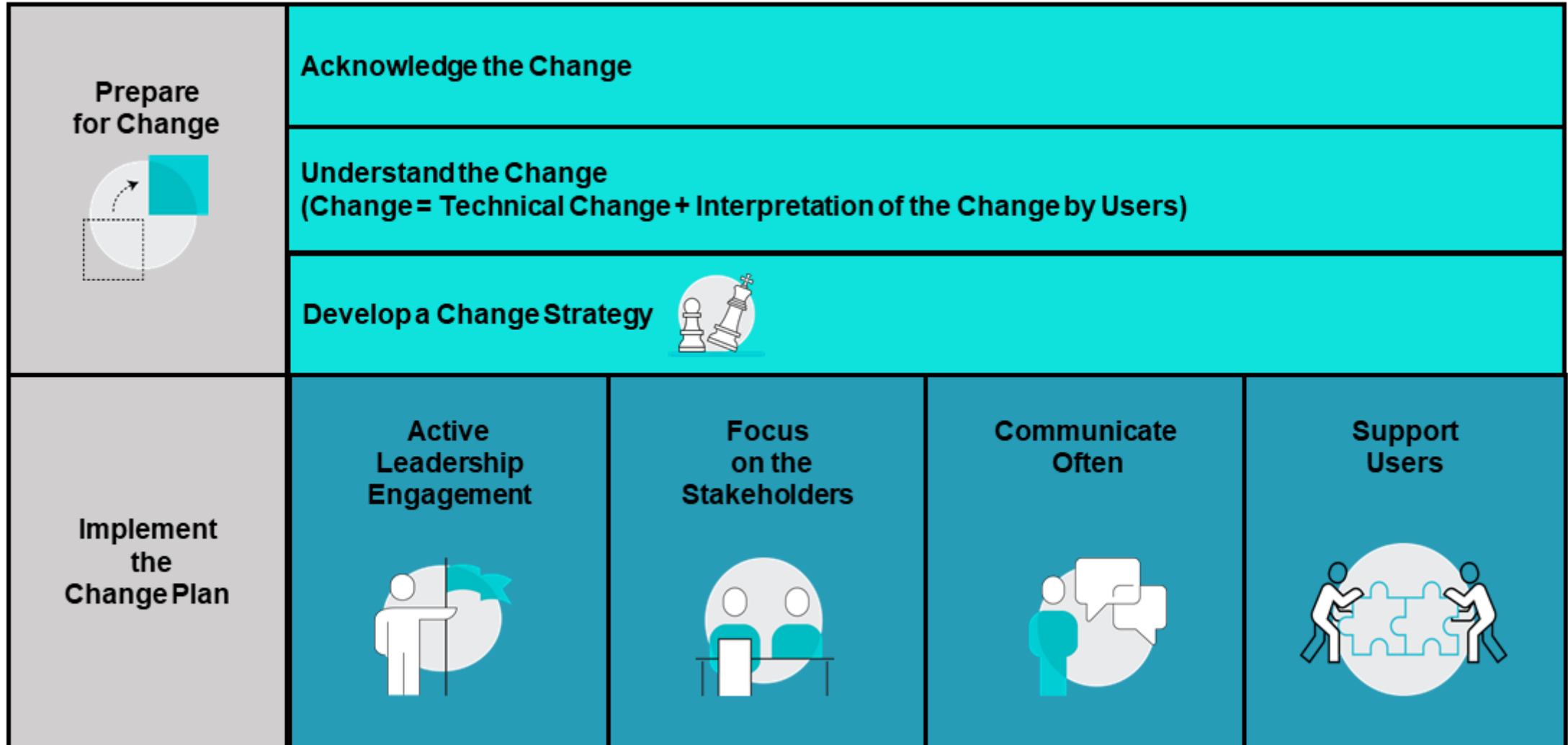
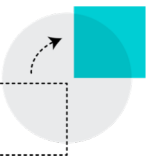


Prepare for Change

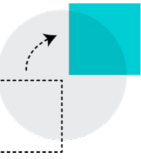
- Leadership Support
- Change Management Expertise
- Budget
- Integrated Project Plan



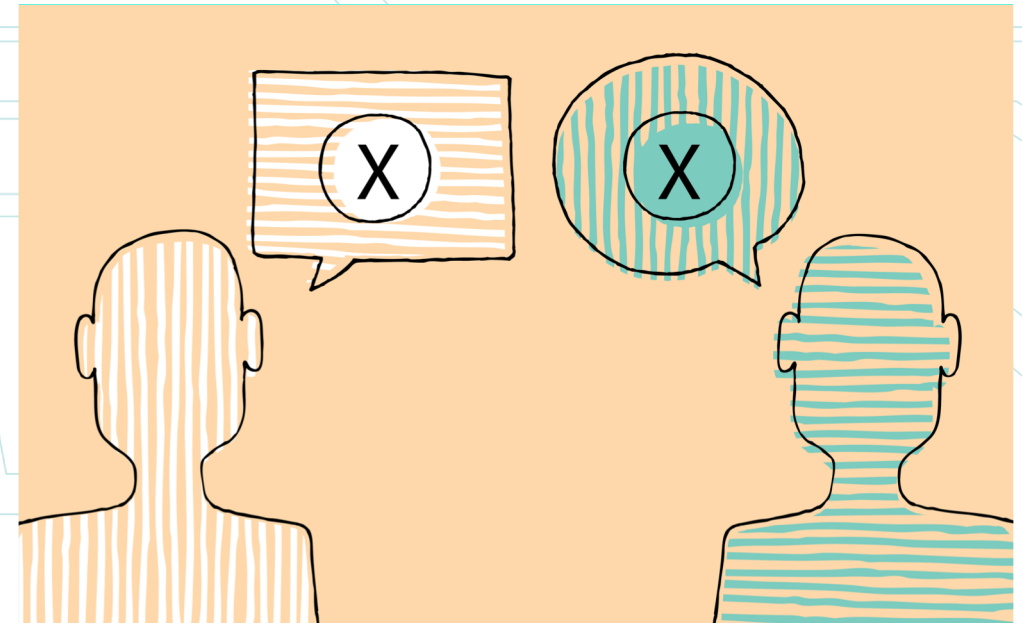
Change Framework



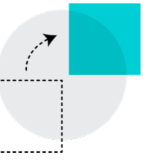
Understand the Change



- Change =
Process Change +
Technical Change +
How Users Interpret the Change
- To Understand, Ask and Listen



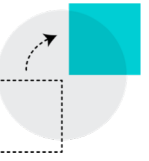
Develop a Change Strategy



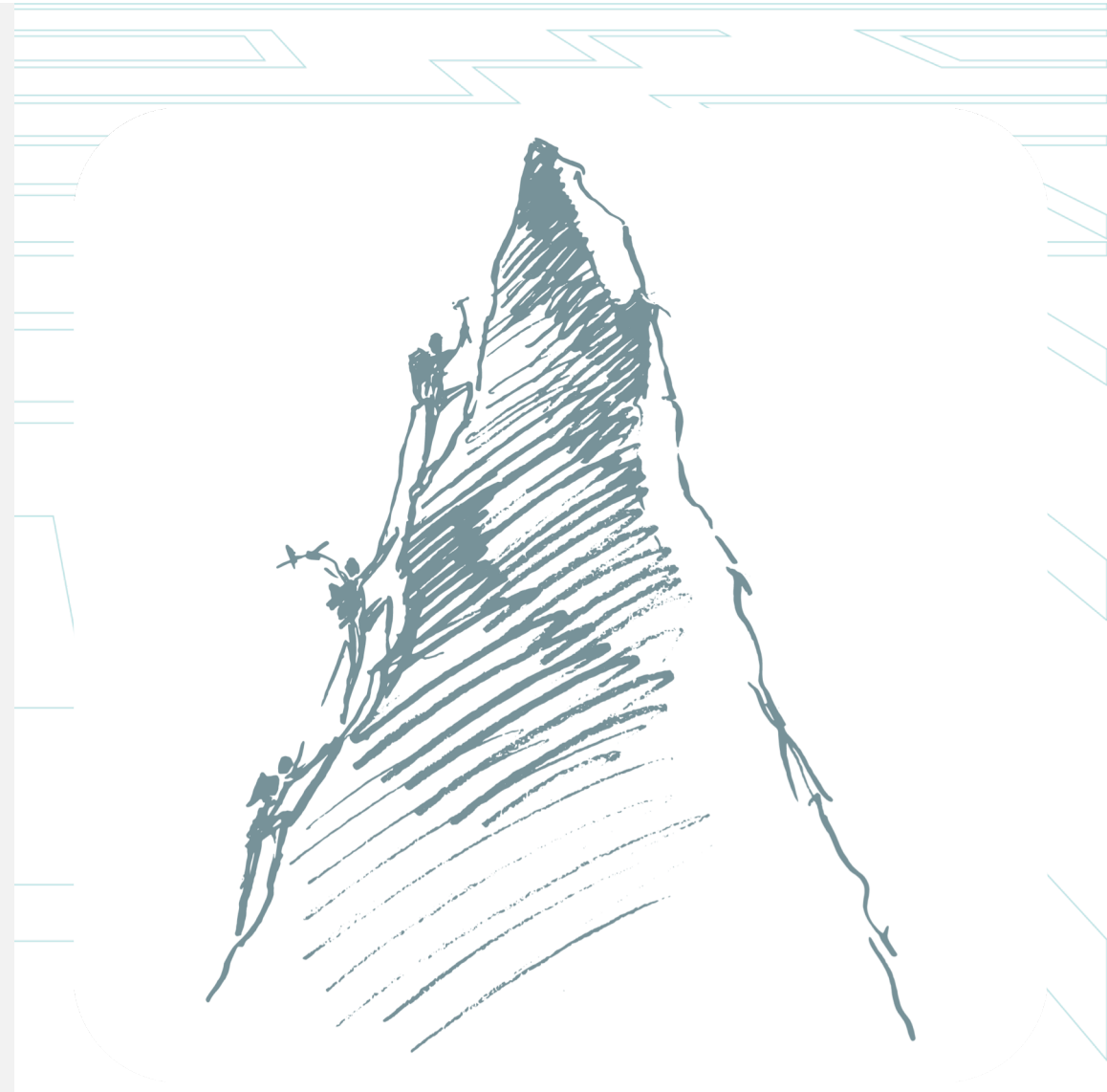
- Know the Rules of the Game
- Know Your Pieces
- Plan Your Moves
- Adapt Your Game Plan



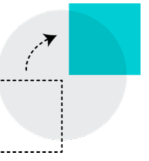
Active Leadership Engagement



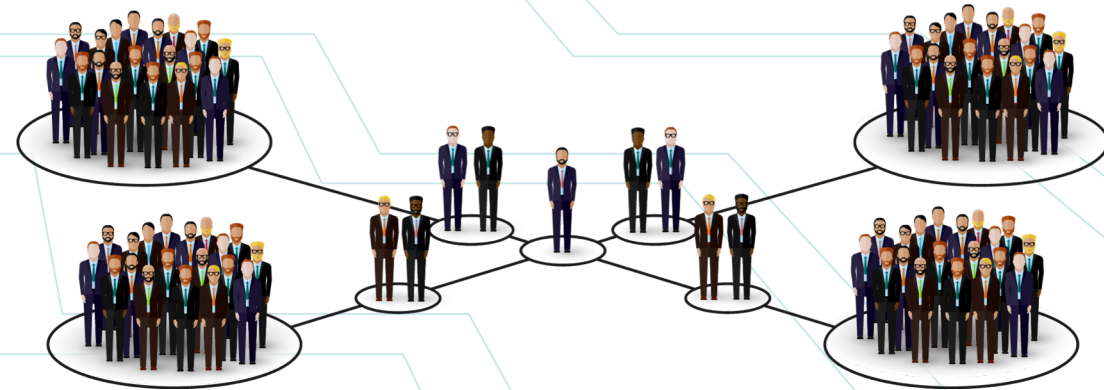
- Can Make or Break a Change
- Must be a Visible Advocate
- Be the Voice of the Change
- Listen to Employee Concerns
- Participate in Project Decision Making



Focus on the Stakeholders



- Define Change Through Their Eyes
- Feedback Sessions
- Hands-on Sessions
- Use Feedback in Communications and Training



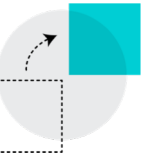
Communicate Often

- Manage Stakeholders Expectations
- Communicate with Transparency
- Communicate at All Stages
- Stakeholders Defined the Methods

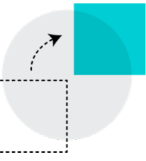


Support the Users

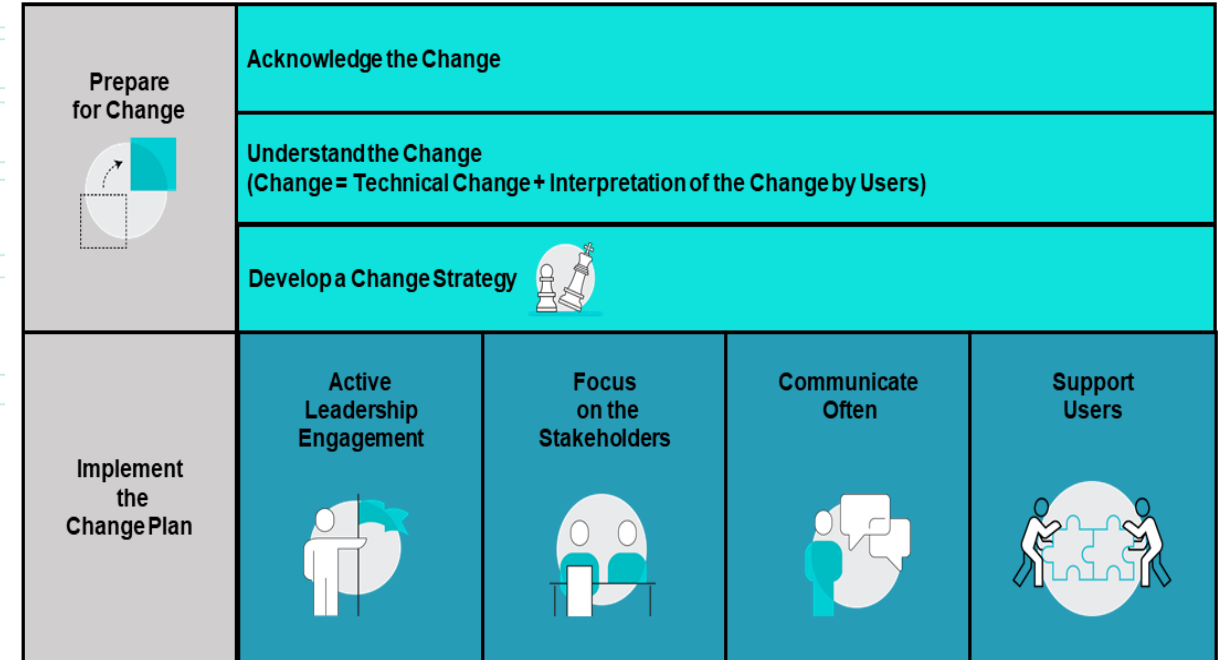
- Training
- Tip Sheets
- Help Desk
- Power Users
- Email Distribution List



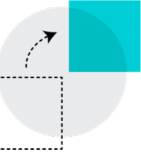
Change Management Benefits



- Employee Benefits
 - Decreased Impact
 - Prepared to Learn
- Organizational Benefits
 - Speed of Adoption
 - Proficiency
 - Employee Retention



Final Thoughts



- “People, Process, Technology”
- What’s the Biggest Problem in Communication?
- Adequately Resource
- The Only Constant is Change

