

Change Management Checklist

Change Management is the practice of understanding, planning, implementing, and communicating change across an organization. Migrating to the Utility Network will transform your current ways of working. This checklist will guide your process through preparation, enablement, and sustainment.

- **Identify all people that will be affected.**

This list should include the staff and managers of GIS editors, GIS users, and IT support. Engage employees to make sure everyone that is affected is considered.

- **Capture change impacts.**

Categorize impacts by People, Processes, Technology, Policy, Organization, Strategy and Data. Include the timing, impact level and stakeholder groups affected.

- **Communicate organizational changes in roles, responsibilities, and competencies, which may occur.**

For example, the single GIS power user might be promoted to GIS supervisor who is then responsible for hiring and training new technicians.

- **Facilitate User Acceptance Testing (UAT).**

Also known as end-user testing, successful UAT is critical to the overall success of any new software or technology deployment.

- **Organize training for anyone that will be using the new software.**

Conduct evaluations of the training, record the training, and document lessons learned.

- **Coordinate support resources for new users.**

Include Post Go-Live Support which will assist users in the production environment by providing continued training and issue resolution.

- **Promote sustainment.**

Create an Enhanced User Network who are embedded subject matter experts on their teams. Establish a repository of self-help resources, such as Frequently Ask Questions (FAQs), Quick Reference Guides (QRGs), and training materials and recordings.