OPERATIONAL CHANGE EXPERIENCES

Planning, Implementing, and Adapting to Change: Business Systems and Processes

NSF BOAC – May 2015
The 6 STAGES OF PROJECT MANAGEMENT

1. Wild Enthusiasm
2. Disillusionment
3. Total Confusion
4. Search for the Guilty
5. Punishment of the Innocent
6. Promotion of the Nonparticipants
The people/agency culture aspect of change management was the most important, followed by the painstaking and time-consuming level of detail necessary to successfully plan and implement the event.

Each layer of project management personnel and project tasks had distinct and clearly defined roles, responsibilities, and accountability/reporting structures.

Agency bosses had to have faces and voices throughout the event.
MAP THE PLAN

(Plan)

MANAGE THE PARTNERSHIP

(Implement)

MEASURE THE PERFORMANCE

(Adapt)
MAP THE PLAN

(Plan)

- Project Management
- Project Staffing
- Details, Details, Details
- Futuring
- Useful Byproducts
MANAGE THE PARTNERSHIP

(Implement)

- The Tyranny of the Status Quo
- Continued Communication
- Testing and Validation
- Contingency Plans
- Contractors
MEASURE THE PERFORMANCE

(Adapt)

- Follow-through
- Assimilation
- Metrics
- Feedback