Leading Successful Transformational Change

Workshop

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Reality of Transformative Change - Performance

- Faster change adoption
- Less disruption

With Change Management
- Optimize results

No Change Management
- No change realized
Reality of Transformative Change
- People

Denial

Commitment

Preparation

Acceptance

Resistance

Exploration
Monitoring the Process of Change

- Active Sustained Sponsorship
- Communications
- Individual & Group Support

Change Monitoring System

Graph showing YTD vs. Last Yr for recognition.
Causes of System Implementation Failures

Why Financial Management Information System (FMIS) Projects Fail

<table>
<thead>
<tr>
<th>Rank</th>
<th>Failure Factors in Completed Projects</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Inadequate capacity to sustain</td>
<td>30</td>
</tr>
<tr>
<td>2</td>
<td>Institutional resistance</td>
<td>23</td>
</tr>
<tr>
<td>3</td>
<td>Weak project planning/preparation</td>
<td>22</td>
</tr>
<tr>
<td>4</td>
<td>Complex project design/Number of procurements</td>
<td>22</td>
</tr>
<tr>
<td>5</td>
<td>Organizational structure not suited to integration</td>
<td>20</td>
</tr>
<tr>
<td>6</td>
<td>Inadequate ICT infrastructure</td>
<td>18</td>
</tr>
<tr>
<td>7</td>
<td>Lack of leadership commitment</td>
<td>17</td>
</tr>
<tr>
<td>8</td>
<td>Project team not skilled</td>
<td>17</td>
</tr>
<tr>
<td>9</td>
<td>Inappropriate technology</td>
<td>13</td>
</tr>
<tr>
<td>10</td>
<td>Ineffective project coordination</td>
<td>9</td>
</tr>
</tbody>
</table>

Total number of projects reviewed 55

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Workshop Directions
- Part 1

Manage the transformative change associated with the introduction of a new Government Resource Planning Solution

Tables organized by language (Spanish, French, English)

Group Table Worksheets
- Description of the scenario
- Directions for the team
- Template to help analysis
Workshop Directions
- Expectations Part 1

Team Question:
- What do you identify as the major change risks associated with the scenario

Timing:
- 45 minutes

Report Out:
- Prepare a three minute summary of findings
- Nominate a spokesperson to present for the team

Support:
- Moderators to roam tables
Workshop Directions
- Expectations Part 2

Team Question:
- What change tactics do you recommend to mitigate the change risks identified in part 1 of the workshop

Timing:
- 30 minutes

Report Out:
- Prepare a three minute summary of findings
- Nominate a spokesperson to present for the team

Support:
- Moderators to roam tables