Course : Change management for successful IS projects

Practical course - 2d - 14h00 - Ref. MPP
Price : 1370 € E.T.

★★★★⯪ **4,7 / 5**

`Nouvelle édition` `Points PDU`

The aim of change management is to ensure that employees understand and adhere to the new rules and processes required for change. Thanks to the methods and tools presented, you'll know how to achieve this objective, in the context of a change of IT tool.

🎯 Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Qualifying your change project
- ✓ Choose, justify and organize a deployment mode
- ✓ Organizing migration operations
- ✓ Identify the staff to be trained and organize their skills development
- ✓ Setting up the project communication plan

Intended audience

Anyone who needs to play a role in the change management associated with an information system project.

Prerequisites

Basic knowledge of project management.

Course schedule

(1) Issues

- Definition and origins of change management.
- Actors and resistance to change.
- Technology Acceptance Model (TAM).
- Change management players.
- Levers of change (communication, participation, experimentation, migration, dissemination, documentation, training).
- Change strategy: strategic vision of change, scope, roadmap.
- Risk/success factors.

PARTICIPANTS
Anyone who needs to play a role in the change management associated with an information system project.

PREREQUISITES
Basic knowledge of project management.

TRAINER QUALIFICATIONS
The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS
The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

2   Communication

- Communication strategy
- Describe your objectives
- Plan communication actions.
- Draw up a communication plan. Implement it, monitor it and develop it.
- Identify and involve the various stakeholders.
- Adjust as the project progresses.
- Coordinating communication with the project life cycle. Mistakes to avoid.
- Monitoring indicators and dashboard.

Hands-on work
Build a convincing case for change, formalize communication objectives. Draw up a communication mix model.

3   Adapting the approach to users

- Involve users to facilitate ownership.
- Identify changes in business processes.
- Gather user skill requirements.
- The different methods and collection tools.
- The participative workshop, a workshop for working on benefits.
- Brainstorming workshop, decision workshop.

Hands-on work
Building a table of users' pedagogical needs

4   Organizing the pilot

- Validate pilot selection and scope
- Implementation: players and roles, pilot sites...
- Measure results on the site.
- Check for suitability, functionality and reliability.
- Measure the impact (delays, planned expenses, actual expenses, unforeseen events).
- Evolve the deployment plan.

Hands-on work
Who does what with the RASCI matrix. Using a monitoring dashboard to support change.

5   Preparing for deployment

- Organize implementation at sites to be rolled out.
- Define the actions to be taken and the materials required.
- Questions to ask yourself.
- Equipment: inventory of needs, specifications, orders, installation.

Hands-on work
Draw up an inventory of requirements. Based on a deliverable, draw up a set of specifications for deployment.

6 Migration

- Data required for start-up.
- The problem.
- Actions to be taken. Steps to reduce the migration project, deliverables required.
- Define, plan, execute and monitor the migration plan.

7 Deployment assistance

- Strategies and deployment assistance.
- Planning and follow-up.
- The ICAP barometer to measure the effectiveness of our actions.
- Impact on training and migration (indicators of learning, operation, adherence).
- Feedback on migrated data.

Demonstration
Presentation of tools for monitoring ICAP indicators.

8 Support community

- Writing and designing documentation and help.
- Gather information to improve documentation (learning, operating and adherence indicators).
- Choice of information gathering sources (testimonials, interviews, surveys).
- Helpdesk, knowledge bases.
- Celebrating results, success stories.

Storyboarding workshops
Présentation des différentes formes de communication adaptées pour célébrer vos résultats en mode viral.

Dates and locations

REMOTE CLASS
2026 : 18 May, 1 Oct., 3 Dec.

PARIS LA DÉFENSE
2026 : 18 May, 1 Oct., 3 Dec.