

Course : Change management for successful IS projects

Practical course - 2d - 14h00 - Ref. MPP

Price : 1610 CHF 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.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

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.