

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**

BASIC PRINCIPLES

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