

DEVELOPED & EXECUTED A CHANGE MANAGEMENT PLAN TO SUPPORT THE O365 ROLL OUT PROJECT

SITUATION

The deployment of Microsoft Office 365 to about 75'000 SGS employees was expected to be a challenge as employees used to work with Office 2007. Given the potential impact of the change on daily operations, a decision was made to accompany the deployment with a change management plan to guide users through adoption of the new platform.

TASKS

To do this, I developed and implemented a change management plan aligned with the technical implementation plan.

ACTIONS

- I performed an assessment of the required change, benefits & challenges
- I organised & coordinated an internal network of Change Agents (regional and local)
- I designed a 2-step change strategy (improve / transform)
- I managed sponsors' relationship & actions
- I developed the communication & training packs (plans, assets, tools & scenarios)
- I rolled-out the plans through the change network for local implementation in line with technical deployment

RESULTS

The change plans were fully aligned with the technical implementation schedule & requirements ensuring that employees were provided with all information & training to ease the transition to the new platform and minimise work impact while addressing employees' concerns.

SKILLS
<ul style="list-style-type: none">• Develop a strategy• Define & adjust detailed action plans• Develop activities in an international environment• Create tools, assets & guides• Collaborate with internal clients & external partners• Offer rational & effective solutions• Implement• Communicate at all levels of the org.• Strong internal editorial skills• Active listening & good communication• Adapt to new technologies & situations

BEHAVIOUR
<ul style="list-style-type: none">• Autonomous• Organised• Analytical• Flexible• Doer• Detail-oriented• Diplomatic• Reliable• Unifier• Team spirit