Cloud Adoption and Change Management Services

Prepare organization to adopt new technologies, applications and platforms through business alignment and change planning.

SPAN CLOUD ADOPTION AND CHANGE MANAGEMET FRAMEWORK

DISCOVER	PREPARE AND LAUNCH	ENGAGE AND DRIVE VALUE
AS-IS: Identify important business objectives and challenges	Create Customer Success Plan	Implement Customer Success Plan according to agreed business scenarios
Identify core project team and extended project team	Develop and build communication and education strategy	Monitor end user adoption: analyze reports and collect feedback
TO-BE: Identify and prioritize use cases	Launch cloud services across organization	Discover new use cases

GOVERNANCE

In adoption and change management process, it is important to:

- ✓ Focus on change management principles and practices - not on training alone

- ✓ Engage users throughout the process - give employees positive reasons for embracing change

- ✓ Promote team engagement and effective cross-business cooperation

DISCOVER PHASE – PREPARE FOR THE CHANGE

MAIN GOAL

Identify and prioritize business scenarios while learning about available resources as your organization plans for rollout.

- Define main goals why change is needed
- Recognize what are current business and technology challenges in organization
- Prepare on how people's behavior will shift in light of change

AS-IS: IDENTIFY THE IMPORTANT BUSINESS OBJECTIVES AND CHALLENGES

IDENTIFY CORE AND EXTENDED PROJECT TEAM

- Assemble a group of people who will have specific role in project implementation from the start and will drive change in the organization
- Describe roles and responsibilities of each role in the project
- Quantify expected resources

- Identify scenarios which will cover ways people will use technology to address business challenges and achieve organizational, cultural, tangible or individual adoption outcomes
- Prioritize scenarios by collecting information which will help understand which scenarios will provide the most impact the fastest and which require more planning

TO-BE: IDENTIFY AND PRIORITIZE USE CASES

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PREPARE AND LAUNCH PHASE – PLAN THE CHANGE

MAIN GOAL

Define key business processes and create success plan which will lead to crucial changes inside company and acceptance of new technology.

BUILD CUSTOMER SUCCESS PLAN

- Create and plan business scenarios
- Prepare environment and test adoption strategy with pilot users
- Operational preparation of prioritized use cases with project team

DEVELOP AND BUILD COMMUNICATION AND EDUCATION STRATEGY

- Combine education tactics to meet day-to-day operation tasks
- Articulate and communicate business value of change by selecting applicable communication channels
- Build communication and education collateral

LAUNCH CLOUD SERVICES ACROSS ORGANIZATION

- Technical activation (deployment) of cloud services
- Onboarding of target users to new environment
- Prepare and execute launch event

ESTABLISH GOVERNANCE

- Set up IT governance before deployment of services to end user
- Minimize „shadow IT" usage and meet security and data privacy standards in your organization
- Set up IT governance for all tools that are planned to be used

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ENGAGE AND DRIVE VALUE PHASE – MANAGE THE CHANGE

MAIN GOAL

Raise awareness of new way of working and make change management a tangible, quantifiable and critical to driving a sustainable adoption.

- Encourage users to start using new technology based on prepared business scenarios on daily basis

IMPLEMENTATION OF CUSTOMER SUCCESS PLAN

PLAN

MONITOR USER ADOPTION AND COLLECT FEEDBACK

- Analyze usage reports with project team
- Collect feedback

- Improve project activities based on feedback and usage reports
- Follow business needs through adoption reviews and support changes

IMPLEMENT IMPROVEMENTS

DISCOVER NEW USE CASES

- Follow technology roadmap and implement new features
- Regularly monitor business operation and suggest technical solution to meet evolving business needs
- Update governance policies

WHY SPAN?

Span is Microsoft Gold Partner with 16 gold and 1 silver competence. We are present in the market for more than 20 years and have achieved excellence in wide variety of technologies and solutions. Span Adoption and Change Management Services is one of our strategic businesses where we continuously invest to be able to provide our customers diverse services that can help to boost business productivity.

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