PMI **Project Management Institute**
Westchester
③ The hub of project management for Westchester and its neighbors

June 2006

PMO Local Interest Group Meeting - Summary

Topic: Change Management

Summary

1. Change Management Implementation Strategies
    a. Give people flexibility to customize the details of <u>how</u> they implement change management to meet the needs of their projects, they will be more likely to buy into common standards of <u>what</u> needs to be implemented
    b. Due diligence is needed for common change management and other processes at the strategic level during mergers and acquisitions

2. Change Management Communications
    a. Change Management reporting needs to be related to risk and impact, focusing on accepted and rejected changes based on costs, benefits and risks.
    b. You need to leverage the credibility of your management and communicate changes, leveraging presentation and selling skills and looking at the business impact of risks, costs and opportunities
    c. Leverage the C-Level to talk to the business partnership

3. Change Management Roles and Responsibilities
    a. Enterprise, Department And Project Level Change Management And Change Advisory Board(S) - Depends On Level Of Impact, Ex: Reporting, Consolidation And Integration
    b. Roles, Ex: Process Owner, Change Manager, Coordinator, Administrator, Business Sponsor, Etc.
    c. Correct Level Of Management Involvement Based On Impact Of Change

4. Processes
    a. Negotiate processes up front, such as cost and materials for changes – critical in customization
    b. Outsourced Vendors can be included in the process
    c. Re-evaluate and step back to ask fundamental questions

Other Topics

1. For resources, tools and past meeting summaries, please see our new page on the PMIW Site.
2. The topic planned for September is "Engaging and Disengaging Upper Management" and for October we will discuss "Matrix Management"
3. Please check out the regular article about the PMO SIG starting in The Critical Path this month
4. Please send additional topics to DaveMorgen@aol.com

Resources

- Change Management Template from www.gantthead.com
- Change Management Best Practices and Change Management Work Program template/checklist from Auditnet
- Change Mgt White Paper from HP, "Above and Beyond Change Management"
- Configuration Management Tools Summary by Dave Eaton
- Configuration Management Tools Links
- Products below were mentioned during the discussion
    - Risk Radar Product
    - TheBrain.Com
    - Mind Manager from Mindjet