

## Supporting change to succeed in your IS projects

**SII-297    2 Days (14 Hours)**

### Description

This course presents the methods to apply and the actions to carry out to successfully implement an IT project. It proposes a participatory approach capable of fully involving all stakeholders and facilitating organizational developments.

### Who is this training for ?

#### For whom

Any person who must play a role in supporting change associated with an Information System project.

#### Prerequisites

Aucune

### Training objectives

- Establish a change management strategyChoose, justify and organize a deployment method
- Organize migration operations
- Identify the workforce to be trained and organize their skills development
- Create the project communication plan

### Training program

Problématique

- Definition and origin of change management.
- Actors, resistance to change.
- Technology acceptance model (TAM).
- Actors in change management.
- Levers of change (communication, participation, experimentation, migration, dissemination, documentation, training).
- Strategy.
- Objectives.
- Risk factors/success.

### La communication

- Define the strategy.
- Describe the objectives.
- Determine the timing of actions.
- Plan communication actions.
- Build the communication plan.
- Carry it out, monitor it, develop it.
- Identify and involve the different stakeholders.
- Adjust according to the progress of the project.
- Coordinate communication with the life cycle of the project.
- Mistakes to avoid.
- Indicators of monitoring and dashboard.

### Participation

- Involve users to facilitate appropriation.
- Use of UML as support for training and user documentation.
- Participatory approach.
- JRP technique.
- Real-scale simulation.

### Expérimentation

- Check suitability for needs, proper functioning, reliability.
- The objectives of the experiment.
- Implementation: actors and roles, pilot sites.
- Measure the results of the study.

### Organisation des sites

- Organize the implementation in the sites to be deployed.
- Define the actions to be carried out and the necessary materials.
- Equipment: inventory of needs, specifications, orders, installation.

### Migration

- Data required for startup.
- Problem.
- Actions to carry out.
- Strategy.
- Define, plan, execute and monitor the migration plan.

### Diffusion

- Strategies and deployment assistance.
- Planning and monitoring.
- Impact on training and migration.

### La documentation utilisateur

- The operating procedure.
- Writing, content.
- Online help.
- Design and create the help .