



Managing Change In Organizations: A Practice Guide(2013)

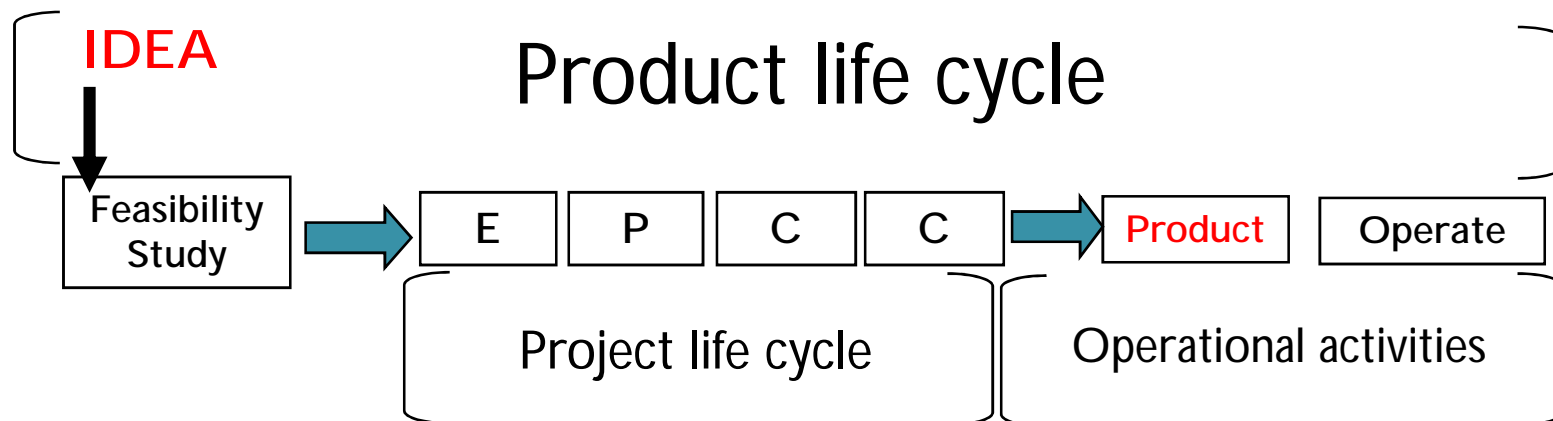
Planning Management & Project Control Conference

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Practice Standard for Project Configuration Management (2007) :

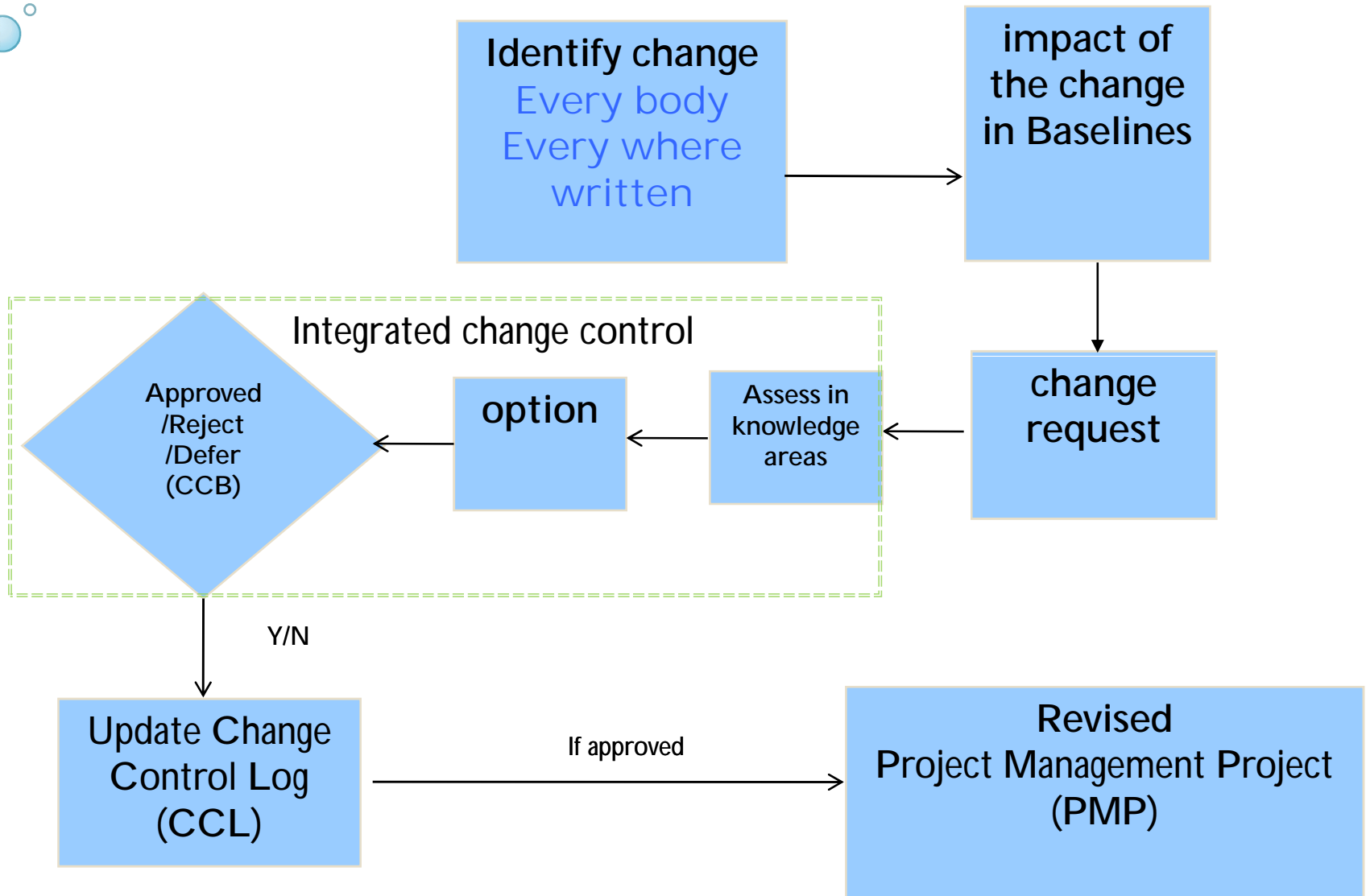
Describes the fundamental of **Change Management** for practitioners of project management .

✓ It focuses on **product life cycle** rather than **project life cycle**.



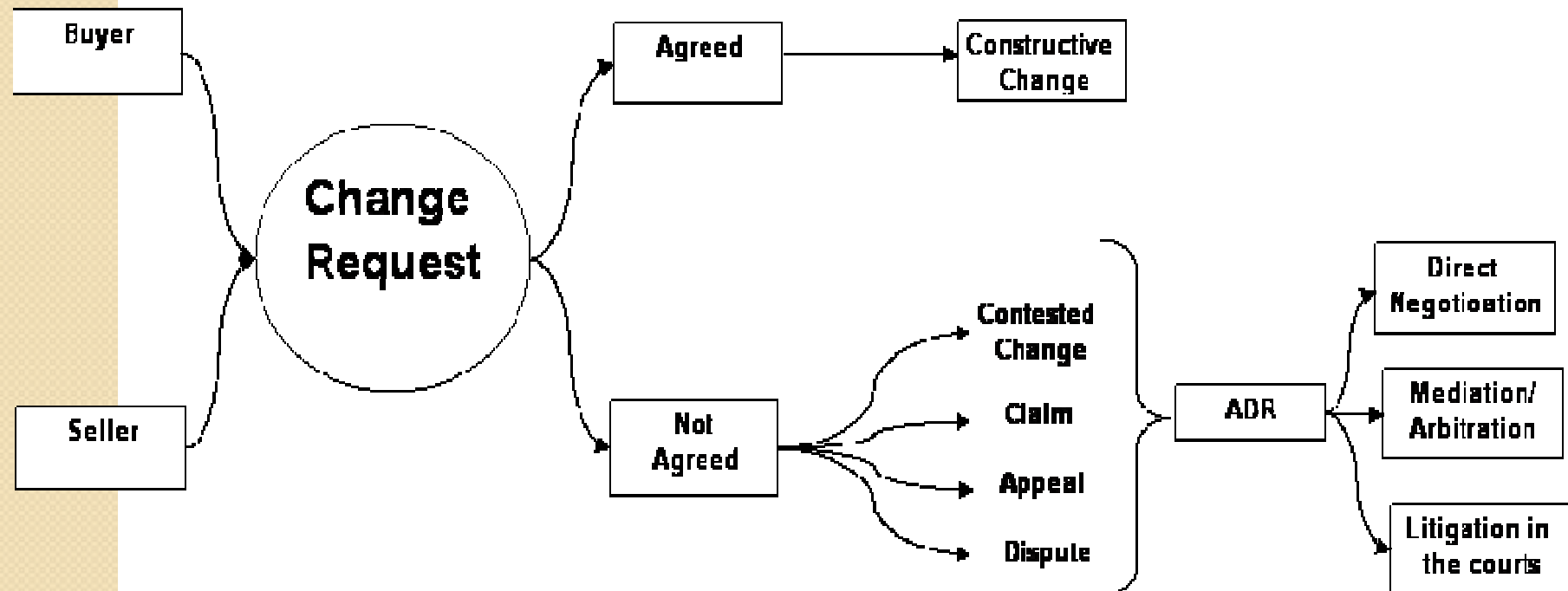
✓ The Project Change Management which is called “ **Integrated Change Control** “ is contained Configuration Management. (**Based upon PMBOK guide**)

What is the ICC?



What is a Claim?

- Contested changes are those requested changes where the **buyer** and **seller** can not reach an agreement on compensation for change.
- They are variously called **claim** , **disputes** or **appeals**.
- Claim management usually accordance with the terms of contract.
- If the parties themselves do not resolve a claim , it may have to be handled in accordance with **Alternative Dispute Resolution (ADR)** typically based on procedures established in contract.



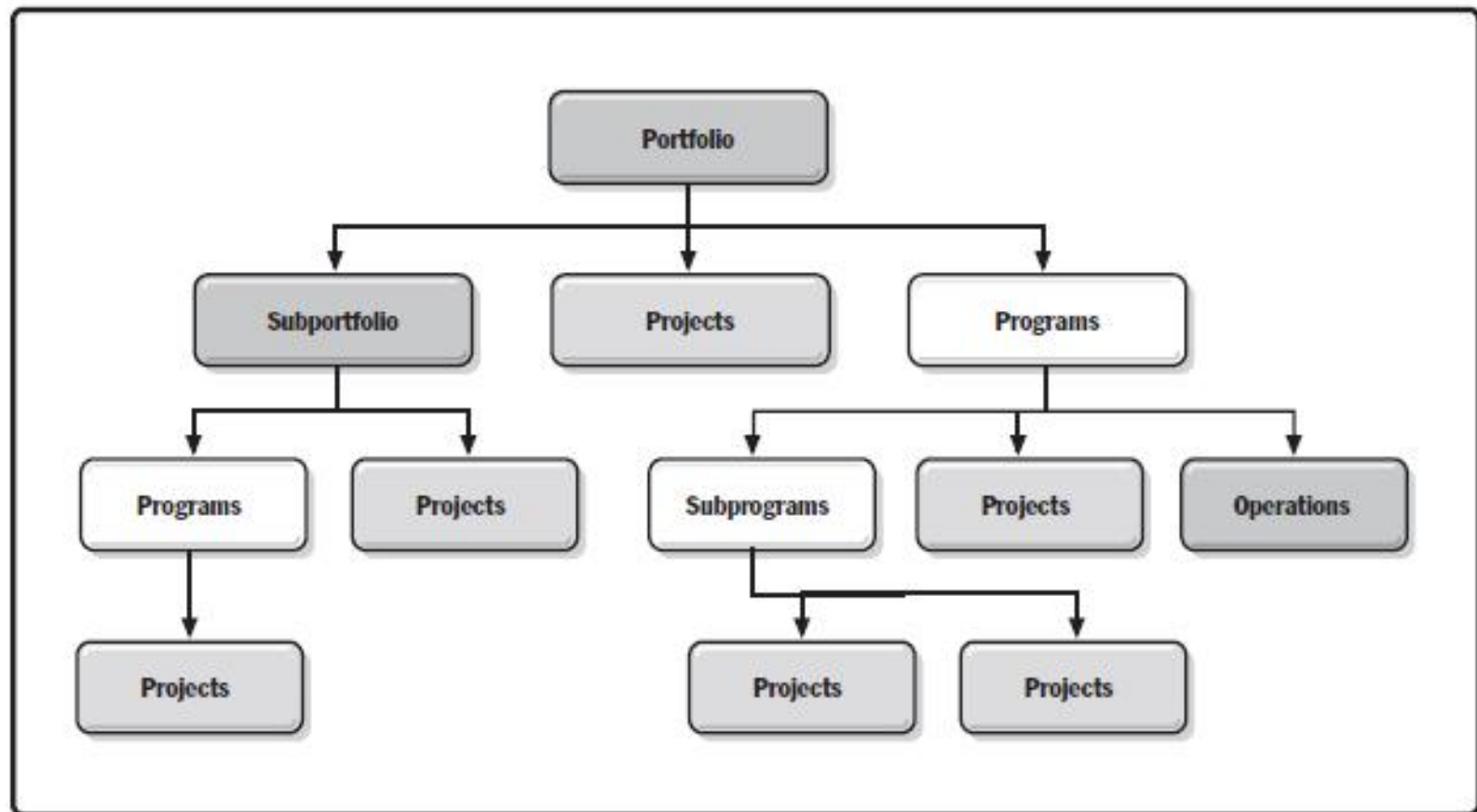
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It is a **globally unique identifier** refers to various implementation of change management in **Organizations(OPM)**.

- ✓ It focuses on **Organizations** rather than **product life cycle**.
- ✓ **Organizational project management (OPM)** (=Project oriented of Mature Organizations): Organizational is defined as the systematic management of portfolios, programs, and projects in **alignment** with the organization's **strategic business** .
- ✓ It leads to achieve **Cultural agility** the need for **change leadership** at multiple levels in the organization is emphasized.



Portfolio, Program, Project





What is Change Management

Ø Is a **comprehensive, cyclic, and structured approach** (not randomly) for transitioning individuals, groups, and organizations from a **current state** to a **future state** with intended & **aligned business benefits**.

Change as a strategy

Ø The **business environment** is **changing Accelerate**.

Ø Organizations need to be **strategically agile** and more effective at delivering change through portfolio, program, and project management. in **short term**.

Ø **Major change** includes **innovation, improvement**, and relationships with stakeholders which Organizations need to react to change in **long term**.

Ø **Change as a Strategy** lead to Strategic planning should be an **iterative** and continually evolving process(**PDCA**)—it can no longer be an annual, top-down process.

Change Management Team

Ø Governance Board:

- ✓ A Policy Maker in OPM context.
- ✓ Oversight and aligned change management with the organization's strategic vision and direction.

Ø Sponsor:

- ✓ Provides resources required for change
- ✓ Ultimate responsibility for the program or project
- ✓ Building commitment for the change particularly at the senior management level across the organization.

Ø Leads:

- ✓ Coordinator scope of the project.
- ✓ Delineate impact of requirements on business processes



Change Management Team

Ø **Integrators:**

- ✓ Preparation and integration of the change into the business.
- ✓ Change implementation.

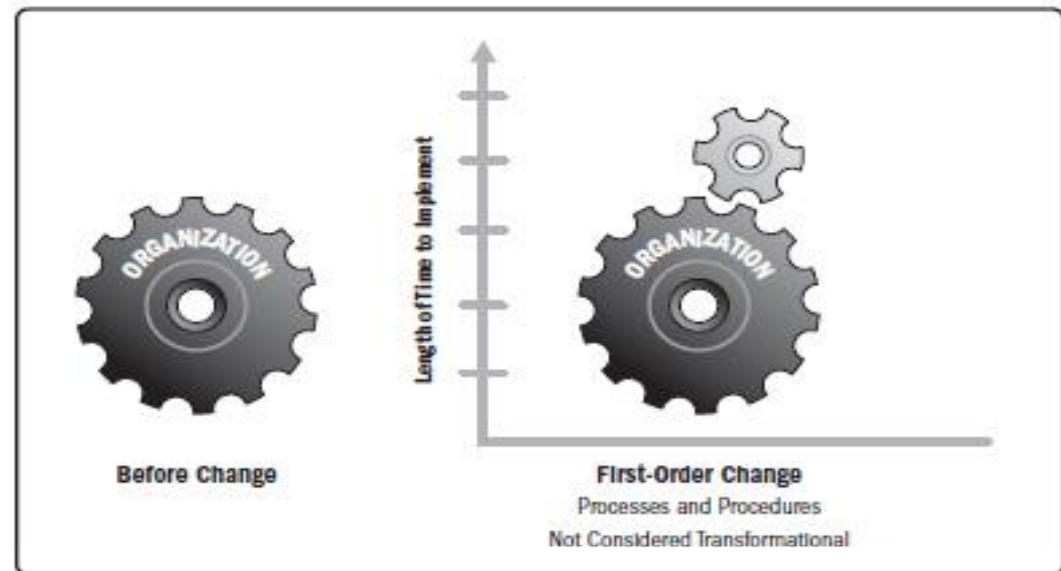
Ø **Agents:**

- ✓ Who see the business benefits of the change
- ✓ Come from every area of the business and all levels of the organization.

Change Types in Organizations

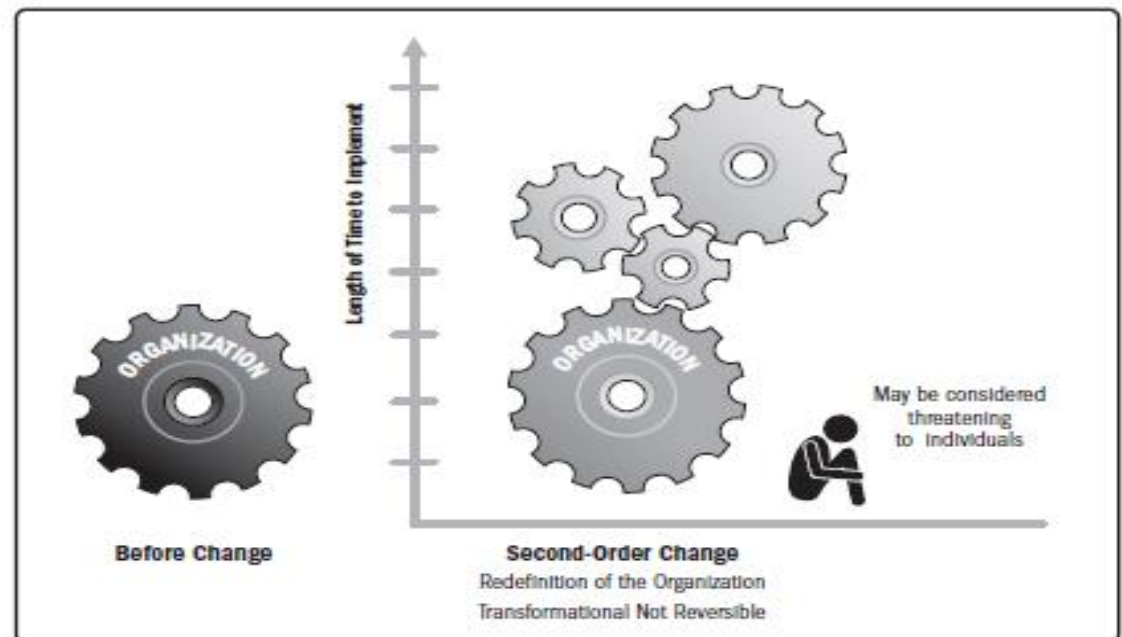
First Order Change:

- ✓ Process & Procedures
- ✓ Minor



Second Order Change:

- ✓ Policies
- ✓ Moderate

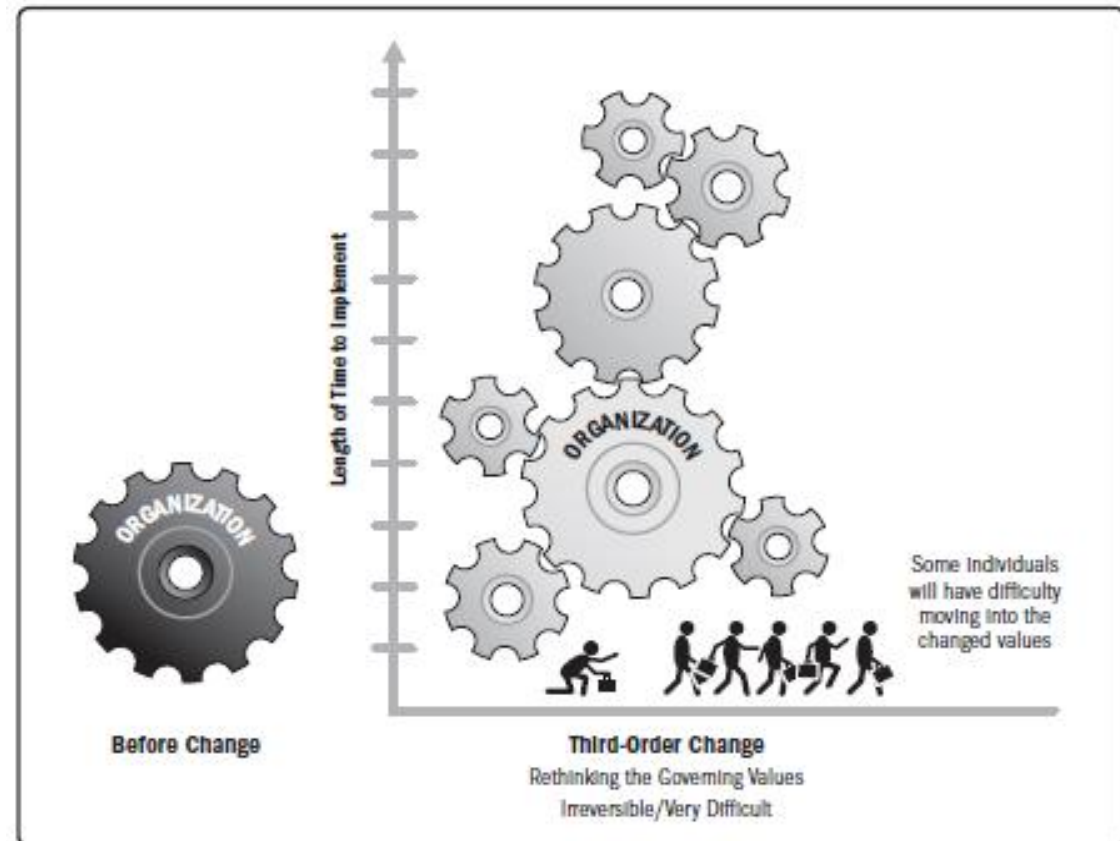


Change Types in Organizations

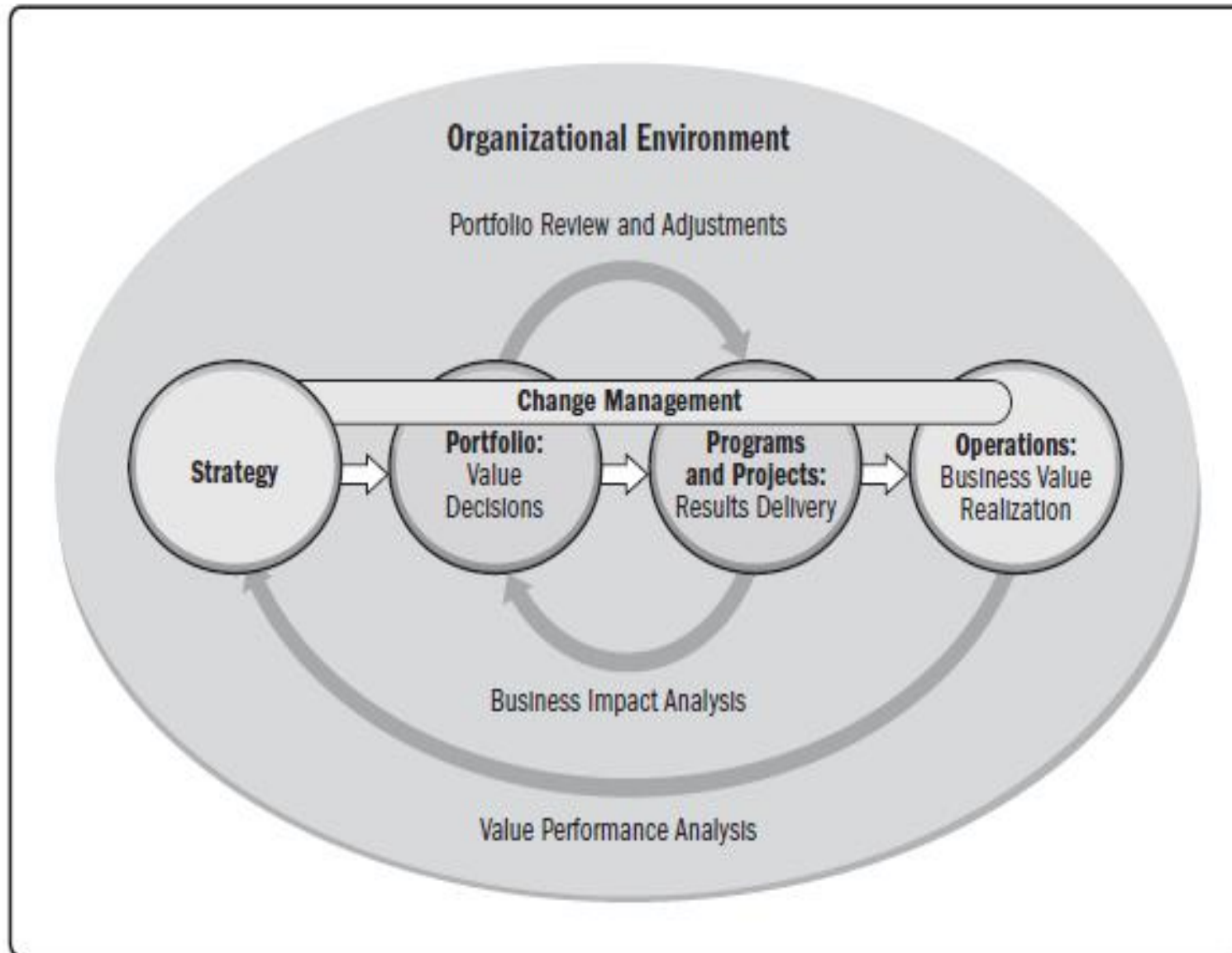
Third Order Change:

✓ Values

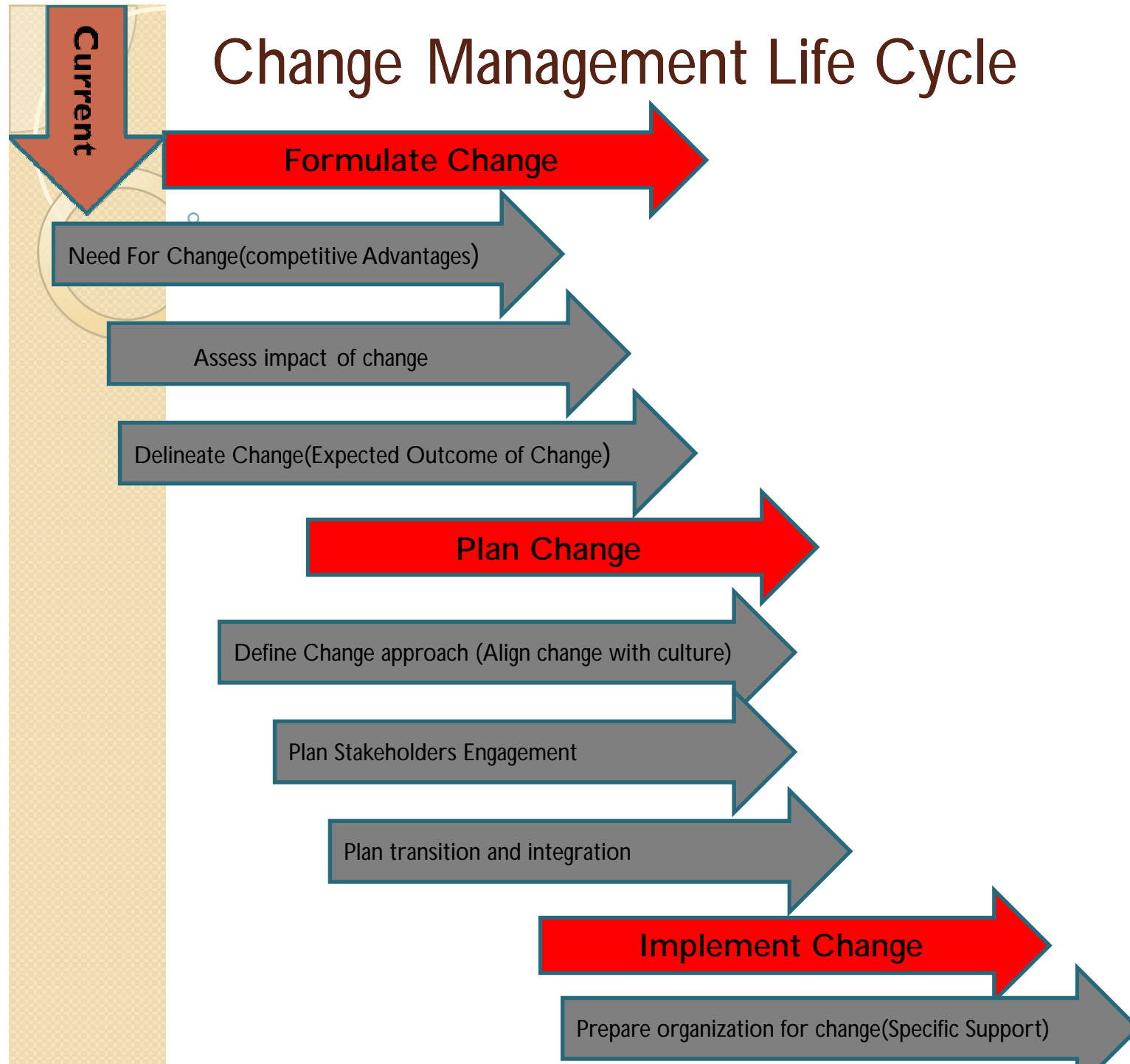
✓ Very



Change Management In OPM



Change Management Life Cycle



Change Management Life Cycle

Future

Implement Change

Mobilize stakeholders(Participating, Informing)

Deliver project outputs.(Actual Outcome of Change)

Manage Change

Transition outputs into business(integrating the new capabilities into business)

Measure outcomes/benefits

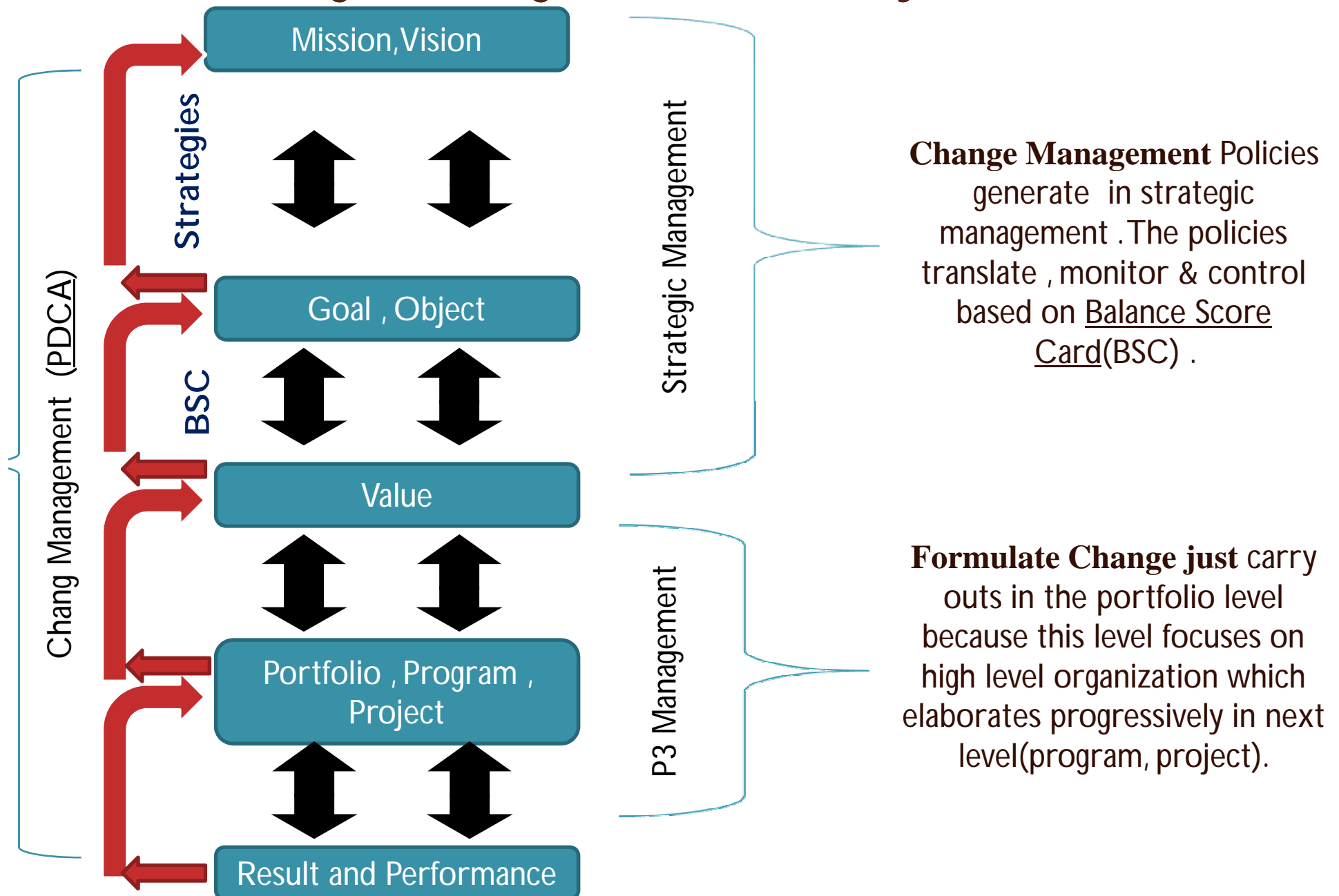
Adjust plan to address discrepancies(Decreasing gaps)

Sustain Change

Ongoing communication and Conduct sensemaking)

Measure benefits realizations

Change Management Maturity Model



Questions and Answers

Appreciate your attention

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