

### **Case 14: "Change management in the IT department"**

**Context:** The large telecommunications company "TelecomNext" needs to carry out a large-scale update of its IT infrastructure, including the transition to cloud technologies. The project affects all aspects of the company's activities, from customer service to internal operations. Some IT department employees express resistance, fearing layoffs and overloads due to new technologies.

Problems:

- Resistance of some IT specialists to change.
- Insufficient training and education of employees in new technologies.
- Risks of interruption of important services during the transition.

**Questions:**

1. What methods can be used to reduce the resistance of IT department employees to change?
2. What steps should a company take to ensure a smooth transition to the new IT infrastructure?
3. What measures should be taken to minimize the risks associated with the transition to cloud technologies?