**Change Management Plan**

**Project:** Telco Cloud Migration  
**Date:** May 2025

**1. Introduction**

This Change Management Plan outlines strategies to manage the people side of change associated with migrating the Telco’s IT infrastructure to the cloud. It focuses on minimizing disruption, maximizing adoption, and ensuring effective communication.

**2. Objectives**

* Facilitate smooth transition from on-premise to cloud environment
* Prepare users and technical staff for new processes and tools
* Minimize resistance and promote engagement
* Ensure continuous communication with stakeholders
* Provide training and support for sustained adoption

**3. Stakeholder Impact Analysis**

| **Stakeholder Group** | **Impact Description** | **Level of Impact (High/Medium/Low)** | **Change Agents/Champions** |
| --- | --- | --- | --- |
| IT Operations Team | New cloud platform management and monitoring | High | IT Manager, Cloud Engineers |
| Business Users | Access and interaction with cloud-hosted apps | Medium | Department Heads, Super Users |
| Executives & Sponsors | Oversight of migration progress and ROI | Low | Project Sponsor |
| Support Desk Staff | New incident and support procedures | Medium | Support Lead |
| Security & Compliance Teams | New policies and security controls implementation | High | Security Officer |

**4. Change Management Approach**

* **Communication:** Clear, consistent messaging through multiple channels (email, meetings, intranet)
* **Training:** Customized sessions for technical and business users covering new systems and processes
* **Engagement:** Identify and empower change champions within departments
* **Feedback Mechanisms:** Regular surveys, Q&A forums, and help desks to capture concerns
* **Resistance Management:** Proactive identification of resistance sources and tailored mitigation plans

**5. Communication Plan**

| **Audience** | **Message Content** | **Frequency** | **Channel** | **Owner** |
| --- | --- | --- | --- | --- |
| Project Team | Project status, migration timelines | Weekly | Meetings, Email | Project Manager |
| Business Users | Upcoming changes, benefits, training info | Bi-weekly | Email, Intranet | Change Manager |
| Executives & Sponsors | Progress updates, risks, ROI | Monthly | Reports, Briefings | Program Director |
| IT Operations | Technical updates, training schedules | Weekly | Workshops, Email | IT Manager |
| Support Desk | Support process changes | Pre-Go-live & ongoing | Workshops, Email | Support Lead |

**6. Training Plan**

* Conduct needs assessment to identify skill gaps
* Develop role-based training curricula
* Schedule instructor-led sessions and online tutorials
* Provide hands-on practice in the test environment
* Evaluate training effectiveness with assessments and feedback forms

**7. Resistance Management**

* Identify potential resistors early through surveys and interviews
* Address concerns through targeted communication and coaching
* Involve resistors in pilot testing and feedback groups to increase buy-in
* Highlight benefits and success stories regularly

**8. Roles & Responsibilities**

| **Role** | **Responsibility** |
| --- | --- |
| Project Manager | Overall change management oversight |
| Change Manager | Plan execution, communication, and training |
| IT Manager | Technical training and support |
| Department Heads | Champion change within teams |
| HR Team | Support training logistics and feedback |
| Support Lead | Adjust support processes and train help desk |

**9. Metrics for Success**

* Percentage of users trained before go-live
* User adoption rate within first 3 months
* Number of support tickets related to change issues
* Stakeholder satisfaction survey results
* Reduction in downtime or service disruption during migration

**10. Timeline Overview**

| **Phase** | **Timeline** | **Key Activities** |
| --- | --- | --- |
| Preparation | Weeks 1-4 | Stakeholder analysis, communication planning |
| Engagement & Training | Weeks 5-10 | Training delivery, feedback collection |
| Migration & Go-Live | Weeks 11-14 | Support setup, change reinforcement |
| Post-Go-Live Support | Weeks 15-18 | Monitoring, ongoing training, resistance handling |