

**MASTER OF SCIENCE IN MANAGEMENT AND SYSTEMS**

**Applied Project Capstone**

**MASY GC- 4100**

**MEMORANDUM**

TO: Dr. Andres Fortino

FROM: *Xiaoyun Bian*

DATE: *03/13/2024*

RE: **The Organizational Change Plan**

**The Organizational Change Plan**

1. **Objective Clarification**

**Vision:** Develop and implement a tool leveraging LLMs to evaluate job task automation potential, enhancing strategic decision-making in business reengineering.

**Key Outcomes:** Successfully integrate the tool into business processes, achieve a high level of user satisfaction, and accurately predict automation potential.

1. **Stakeholder Engagement**

**Identify Stakeholders:** The primary stakeholder for this project is The Digital Forge, with Dr. Andres Fortino as the project sponsor. This includes team members within The Digital Forge who will directly interact with the "Robot Replaceability Radar," and broader NYU SPS faculty and students who may indirectly benefit from its outcomes. Their insights and needs are crucial for the tool’s development and successful deployment.

**Communication Plan**: Communication with The Digital Forge and Dr. Fortino will be prioritized, utilizing email updates and weekly virtual meetings to discuss progress, address concerns, and gather feedback.

1. **Cultural Assessment and Planning Section**

**Current Culture Analysis:** The organizational culture at The Digital Forge, led by Dr. Andres Fortino, currently emphasizes innovation and learning. Also, the culture is willing to accept rapid technological change and automation.

**Desired Culture Definition:** The aim is to cultivate a culture that values agility, collaboration, and openness to change, enhancing the organization's adaptability to new technologies. By implementing the "Robot Replaceability Radar," the goal is to foster an environment where continuous improvement and proactive adoption of automation become the norm.

1. **Change Management Section**

**Change Model Adoption:** For the "Robot Replaceability Radar" project, the ADKAR model is chosen due to its focus on individual change and its adaptability to both organizational contexts and technology implementation projects. It emphasizes Awareness, Desire, Knowledge, Ability, and Reinforcement, providing a structured approach to managing the human aspects of change.

**Resistance Management:** Strategies for managing resistance include engaging with stakeholders early to raise awareness of the benefits, fostering a desire for change through clear communication of the project's value, providing training to develop the necessary skills, supporting the transition to ensure stakeholders can use the new tool effectively, and reinforcing the change through feedback mechanisms and recognition of successful adoption.

1. **Skills and Capability Enhancement Section**

**Skills Inventory:** A detailed skills gap analysis will highlight current proficiencies in AI management, chatbot maintenance, and data analysis, alongside identifying specific skill shortages.

**Training and Development**: A targeted training program will be established to upskill the existing team in necessary areas. Additionally, a recruitment strategy will be developed to attract new talent with expertise in AI and data analysis to ensure all technological and operational needs are met efficiently.

1. **Documentation and Communication Section**

**Process Documentation:** Every phase of the project, from initial planning to the completion of the technology trial, will be meticulously documented. This includes recording the rationale behind decisions, obstacles faced, and the insights gained, creating a comprehensive reference for future projects.

**Feedback Mechanisms:** User and stakeholder feedback will be systematically gathered through surveys and direct consultations throughout the project's lifecycle. This input will be reviewed regularly to inform ongoing adjustments, ensuring the project remains aligned with user needs and expectations.

1. **Integration and Adaptation Section**

**Scalability Plan:** The plan for scaling the technology involves a phased integration approach, starting with pilot departments and gradually expanding to the entire organization. This strategy ensures the technology aligns with operational workflows and can be adapted based on initial feedback.

**Continuous Improvement:** The project will implement a feedback loop, using insights from technology performance and user interaction to foster continual refinement and enhancement. This approach aims to not only improve the technology but also drive progressive organizational and cultural shifts towards embracing innovation.

**PROMPTS**

1. please just read the Org Change Plan briefing and the assignment briefing template, and then tell me the assignment framework.
2. list the 7 sectors which needed to be included in the assignment.
3. OK, and I will give you my project proposal, FRS and Tech trail Plan, and follow the example and structure, write an Organizational Change Management Plan for me. Are you ready?
4. Here they are! [3 docs of my project]