

A dark, atmospheric city skyline at night, featuring a dense cluster of skyscrapers and a full moon in the sky. The city lights are reflected in the water in the foreground.

Gotham

Phase 3 - After changes

T-DIT-700 MSc2020

Summary

1. Introduction
2. Remainder of change
3. Identify metrics
4. Get feedback
5. Action plans
6. Celebrate success
7. Conclusion



Introduction

The city hall has decided to implement a vast change plan in order to renew and reorganize its garbage collection system.

This implementation plan is about to be finalized

How to reinforcing changes ?

Reminder of changes decided by the town hall



1- Use the working time app



5 – Smart trashes, with sensor



2- Equip trucks with GPS



6 – Public app for incident reporting



3 – Equip employees with electronic device



7 – Monthly performance reporting



4 - Use drones to check the collections and the state of cleanliness of the streets

Identify metrics

- Metrics allow us to have an accurate picture of the state of change
- Help identify problems in the implementation
- Used to verify success
- Allow to have tangible data in order to make informed decisions

Get feedback

Important to know the feeling of the people affected by change :

- In order to develop corrective action plans and achieve success
- To implement actions that strengthen the adoption to change

We use the ADKAR form template to collect individual feedback, it covers all areas affected by a change



Action plan

After analyzing the metrics and feedbacks,
we must set up action plans to :

- Reinforcing the change adoption
- Correct the course if the objectives are not reached



Celebrate success

To encourage teams and congratulate them, we must celebrate success, it allows to :

- Strengthen support for change
- Boost team moral after a difficult period of change



Conclusion

During this project we saw all the necessary steps for the success of a large-scale project and the importance of change management.

We used discord, Microsoft teams and shared documents to facilitate exchanges within the team





Thank you for listening

Do you have questions ?