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| Project name:  brillianCRM | Work package title:  Change Management |
| Work package description:  The implementation of new software often results in resistance. Therefore Change Management is essential to resistance against the software and work on a successful software implementation. It is supposed to influence user attitudes towards a system. The involvement and motivation of the employees is an essential part in Change Management. | |
| Aim of work package:   * Eliminate any user resistance towards the new system * Involve employees into the CRM Project | |
| Predecessor:  Kick-Off Meeting | Successor:  Software Implementation |
| Duration:  22 days | Effort in man days (MD):  198 MD |
| Responsible person(s):  6 Consultants, 3 IT Specialists | |
| Additional information: | |