

Design

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Strategy Plan

1. Executive summary

We are trying to make a major project that with a significant impact for the citizens and make change of how they working for a better city health. To do this we will apply a change management on the project to get significant result in the year in coming.

Our ability to achieve expected benefits and outcomes will be tied directly to how effectively we engage employees in these upcoming changes

2. Situational

Assessment and problem statement

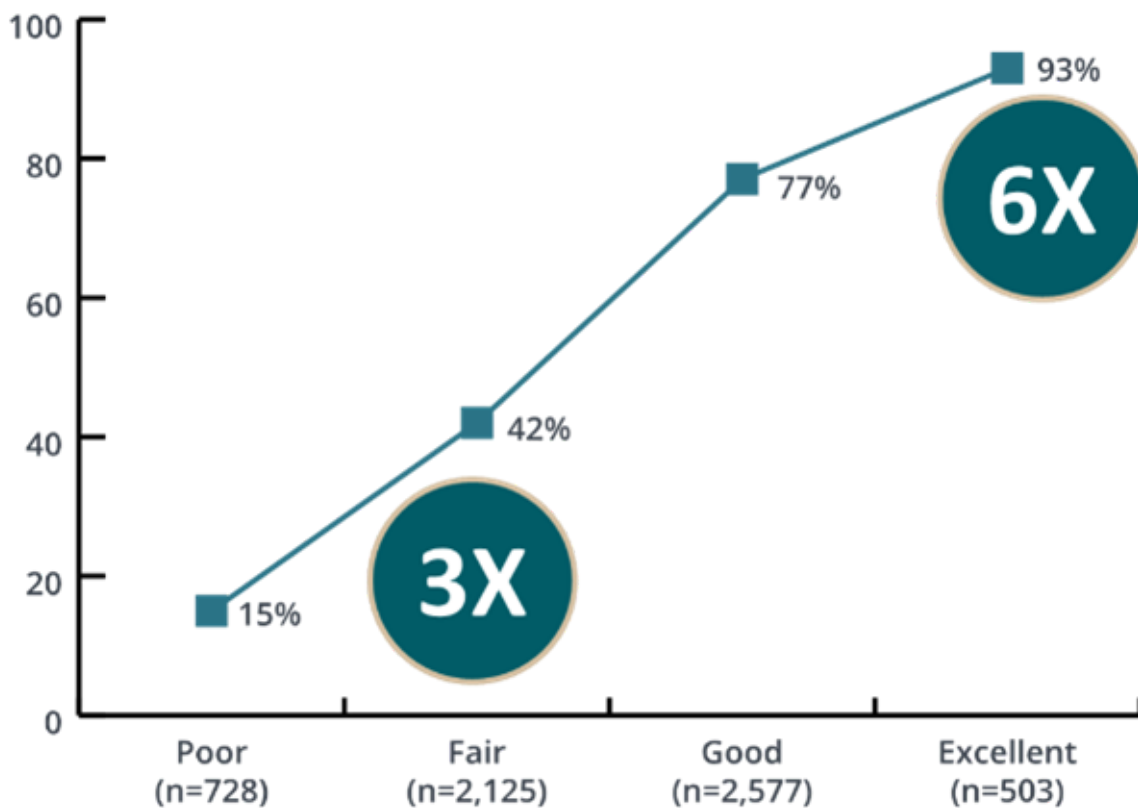
The time is come to build an organizational capability in change, a change management capability can help increase our capacity to handle new change. A lot of industry try to do it and fail in the process. One of the reason if we don't pay enough attention to the followup of the employe, and we cannot take the risk that employe don't take the changement at a serious level, it will cost us al lot of time and money.

Data said that there is a direct correlation between project success rates and effective change management. Project with a good change management are six times more effective than those with poor change management. And they are most likely to be finished on time and on budget as well.

That why we need to consider the value of our employer the moste efficient way.

See below the study based on

Correlation of change management effectiveness with meeting objectives



Prosci 2020 Benchmarking Data from 2007, 2009, 2011, 2013, 2015, 2017, 2019

3. Project description

The initiation of change management have begin because of our city Gotham is overrun by trash and rats the objectif of this project is to mount together a plan for remedy to this, with the cooperation of everyone.

- Increase the application of change on our project
- build a better capacity for change for all levels of our infrastructure

The reason :

- The health of the cityzen of the city and our own health
- The regard of our beautyfull city from other town

- We are the city where batman is fighting for, so we can't let people come to visit our magnificent city and see all this trash and rats every where or it will have consequences on our city

4. Solution Description

The solution is to create two specific management, one for the technical solution and the other for the solution to be used by our citizens.

Technical side:

- Creates training for technologic novelty
- Implementation of technology used in the daily infrastructure
- Integrated new technology into our current projects

Citizens side:

- Check that people using them understand the changes in progress
- Adopted this change directly in the company so that employees adapt to the change directly in the life of the company
- Shown proof of why and how our change will be beneficial for them and the company

ISC Stages

Strategic Planning

Strategic Analysis

- Currently, there is a mismanagement of human and material resources. This leads to dissatisfaction among citizens and misunderstanding on the part of SWAG employees with regard to the process in place.
- SWAG teams cannot absorb the peaks of work due to police operations and therefore their main objectives are not achieved. Gotham is therefore dirty and messy.

- The town hall has decided to put in place a vast plan of change in order to modify and reorganize its system of collecting household waste
- No announcements have yet been made to employees and citizens to prepare them for the upcoming changes.

Exercising Strategic Choise

- The Time Manager application will be extended to allow HR planning / monitoring of work teams. This will lead to better management of human resources.
- The trucks will be equipped with GPS trackers. Live mapping will allow managers to send the right team in an emergency.
- All employees (office staff and field agents) will be equipped with an electronic device (tablet) so that they can instantly report their work / needs / requests to the Central. This will make the reactions quicker whenever they need something or there is a problem.
- Drones will be used to carry out surveillance in the various neighborhoods, in order to check the state of the garbage collection and street cleanliness.
- The bins belonging to citizens will be changed: smaller, but equipped with sensors notifying the SWAG when they are full. This will allow SWAG to offer a more personalized and efficient service to citizens.
- An app will be put in place for the public to report incidents and request remediation services.
- Monthly performance reporting will be organized in order to take stock of the various teams and be able to quickly remedy staff underperformance.

Designing the Strategic Change Plan

- We estimate that to support the change we need a budget of \$ 500,000. This budget will be used for the realization of the various announcements as well as for the various user supports. The budget is substantial but necessary and indispensable in order not to reproduce the causes of the failure of Metropolis.
- At the beginning of December, an announcement will be made internally (Town Hall, SWAG) to outline the main changes. At the same time, an announcement will be

made external announcement for citizens and other stakeholders. This is to inform all stakeholders involved in this project. This announcement will detail the implementation of these changes. It is important to stress the fact that the changes will be gradual and that the maximum means will be put in place to support each person. The goal is to inform and not to frighten.

- As soon as the changes are announced in early December, a campaign to recruit the most motivated volunteers will be launched internally (Town Hall, SWAG), in order to introduce the new tools gradually and with the minimum of constraints. They will be the beta testers.
- At the end of December, a monthly performance report will be organized to take stock of the different teams.
- At the beginning of January, all employees (office staff and field agents) will be equipped with an electronic device (tablet) so that they can instantly report their work / needs / requests to the Central. The use of the Time Manager application will be extended to all employees at the same time.
- In mid-January, the trucks will be equipped with GPS plotters, in order to be able to map their presence live on the map.
the city. At the same time, an application will be put in place to allow the public to report incidents and request remediation services.
- At the end of January, the trash belonging to citizens will be changed.
- At the beginning of February, the drones will be used to carry out surveillance in the various neighborhoods.

Strategy Implementation

Implementing the Plan

- The internal announcement (Town Hall, SWAG) at the beginning of December will be made through several media (email, poster, meeting, video).
- The external announcement for citizens and other stakeholders will be made through several media (TV, radio, posters, door-to-door ...), in particular a statement by the mayor on the city's local channels which will also be relayed on social networks (twitter, facebook, youtube, linkedin ...).

- The selected beta testers will be responsible for testing the Time Manager application. Those who wish will be equipped with an electronic device (tablet). They will be able to use this tablet to track their hours worked on Time Manager, but they will be strongly encouraged to use it to instantly report their work / needs / requests to headquarters. Volunteering aims to allow volunteers to discover these new tools without the weight of the constraint that could hinder their use. Volunteers will be able to share their experiences of these tools with their other colleagues and will become ambassadors of these tools. The goal is to share it with as many people as possible to convince them of the need for these changes for the good of all. Volunteers will be trained in the new tools for two days and an online forum will be available to share their user experiences. A telephone number will also be set up to answer questions from new users who are uncomfortable with electronic tools in the event of a problem, so as not to slow down the use of the tools. A remote control can be carried out by the IT support teams in order to unblock delicate situations.
- The monthly performance report organized in order to take stock of the different teams will allow us to start evaluating the use of the new tools. We will be able to quickly compensate for the underperformance of the personnel thanks to this monthly reporting which will be carried out at the end of each month, from that date. Announcements will be made on various media (TV, radio, social networks, posters, door-to-door ...) in order to keep citizens informed.
- When the tools are deployed to all employees, each employee will be trained for two days in the use of these new tools. Free training slots will be set up in order to give employees some freedom and not to frustrate them. We seek here to involve them in the change and not to force them. The beta testers recruited at the beginning of December will accompany new users and will be able to answer their questions. New users will be able to benefit from the many feedback from beta testers via the forum set up in early December. They will also benefit from the experience acquired by supporting users.
- When the trucks are equipped with GPS trackers and the application allowing the public to report incidents is implemented, internally (Town Hall, SWAG) the emphasis will be on the fact that it is not a question here of track the movements of teams in order to reprimand them, but to allow managers to send the appropriate team in the event of a problem or emergency reported by the public for example.

Externally (the public) will be informed of the importance of reporting incidents and that reported incidents will be addressed promptly through truck mapping. This will allow the public and the city teams to work together for the sanitation of their city. A telephone number will be set up to assist the public in using the new application in the event of a problem for people who are uncomfortable with electronic tools. Training slots for new applications will also be set up, in order to support citizens who so wish. The goal is that people do not feel left out when it comes to change and that citizens enjoy using the new tools. Trained citizens will promote the new tools within their families and networks. An online forum will also be set up for the public so that they can share their feedback with their fellow citizens and other stakeholders. Announcements will be made on various media (TV, radio, social networks, posters, door-to-door ...) in order to keep citizens informed.

- When the citizens' bins are changed, the live cartography of the trucks set up in mid-January associated with the sensors installed on the dumpsters which will send a signal to SWAG when they are full, will allow SWAG to offer a more personalized service to citizens. It will be important during the replacement to reassure the citizens. It will be necessary to explain to them that the smaller size of the bins will not hurt them, because their bins have become smart and connected. It will also be necessary to explain to them at this precise moment the link between their smart and connected trash cans and SWAG's truck mapping, so that they understand the usefulness of this replacement. Announcements will be made on various media (TV, radio, social networks, posters, door-to-door ...) in order to keep citizens informed.
- When the drones will be used to carry out surveillance in the different neighborhoods, this will allow checking the status of the garbage collection and street cleanliness. The information acquired by these drones will enrich the monthly performance reports. The deployment of drones is done last in order to strengthen the systems put in place.