MEASURE

We are now in the very last part of our project. The one that allows us to measure the effectiveness of the implementation of our project. To do so, we will evaluate our measures on these 3 performances: the organizational performance, the individual performance and the change management performance.

However, the answer expected by all these measures must answer the question: "Did the initiative deliver what was expected?

1. Organizational performance

Organizational performance allows us to see how the project as a whole is evolving within each group, department.For our project, we have three to four kinds of parties that contribute to its development: the employees of the city hall, the SWAGG team, Batman and the police.So we have representatives from each party who check the evolution of the project within the department. We organize meetings at the beginning of each week, to talk about what is happening in the departments: the representatives bring up the problems encountered by the members of each department and give their feelings about the progress of the project. As we progress in time in the project, the meetings will be more and more distant: we start with meetings every week, then we'll do some every two weeks and then every beginning of the month. And depending on the problems that are raised, we try to find solutions on the spot, but if the problem requires a lot of reflection and work, we take the time to study the problem and we fix another meeting with the concerned department to give the solutions found.
At the beginning of each month, we organize meetings with all the members of each department so that they do not feel excluded from the project and also to see if they get along well with their representatives and to check if the latter are doing their job well.

2. Individual performance

Since the individual is the unit of change, measuring individual progress can be a leading indicator of overall project success. Methods used to obtain these measures include surveys, tests, evaluations, observation and performance appraisals.
In our case, at each meeting with the representatives, they are given questionnaires to distribute to their department members to assess individual performance. These questionnaires will allow us to know the state of mind of everyone. We will also use data such as calls to the helpdesk and requests for solutions, comments left in the applications, interventions and reactions of everyone at the different meetings. Concerning the inhabitants of Gotham, we will monitor the different reactions people have on social networks concerning the project and for each issue raised, we will look for a solution before the situation gets out of hand. We need to have pages on the social networks that we have to think about feeding to keep in touch with the inhabitants of Gotham so that they feel concerned by the project.

3. Change management performance

The measures in this category are related to the actual activities conducted by the change management team. While it is useful to monitor these activities, the other two outcome-based categories, individual performance and project performance, are necessary to determine if the change management activities are successful. For this section, we will encompass all the activities done to carry out the project. This includes the various activities done to evaluate organizational and individual performance.

This includes :

- Results of training tests and effectiveness measures

- Participation and attendance figures for meetings, questionnaires

- Effectiveness of communication

- Performance improvement

- Progress and adherence to plan