



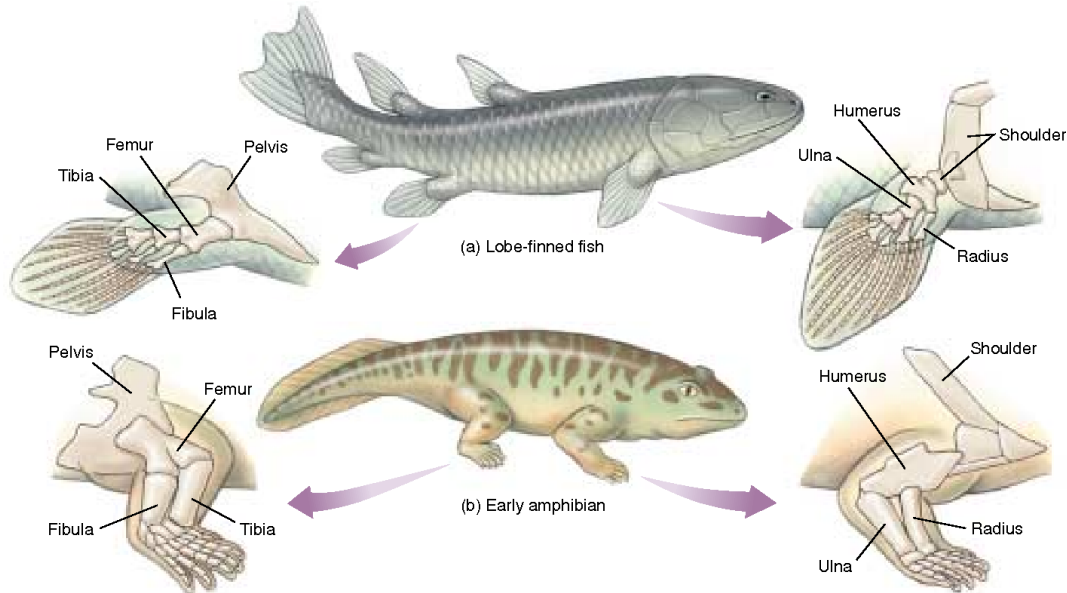
JACK THE RIPEUR

GARBAGE MANAGEMENT SYSTEM 2.0



JACK THE RIPEUR

Living creatures adapt to change, in order to evolve (or survive). This is nature!

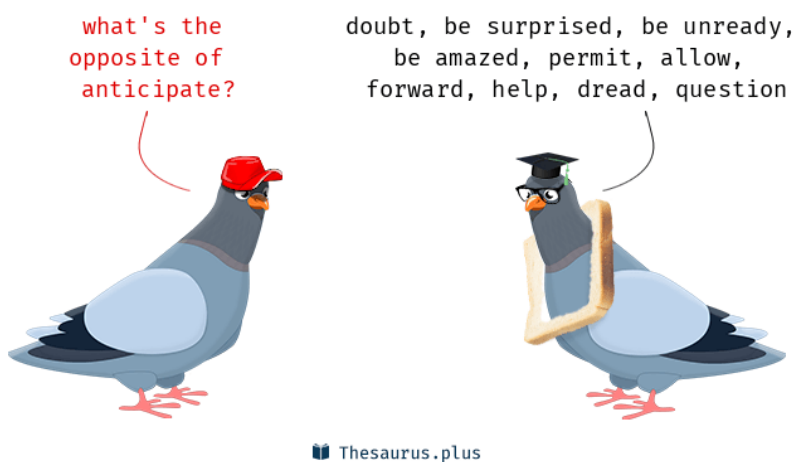


The same goes for business, but some changes can be quite difficult to handle.

Change management prepares people for these inevitable shifts in how things are done.

While the changes may be necessary, you are likely to face certain barriers and challenges.

Anticipating these roadblocks can help you avoid them before they become major issues in the implementation of change at the workplace.



The Case

Your city seeks improvements in its garbage management system. They are looking into modernization, data gathering to upgrade the organization and optimization of their existing processes.



Your city is the one where your EPITECH Campus is located. For instance, students from the Nancy campus will work on the garbage management in the city of Nancy.

For this vision to be born, they are implementing new projects:

- ✓ An app will be set up so that the public can report incidents and ask for sanitation services.
- ✓ The trash cans owned by the citizens will be changed: they will be equipped with captors, attached to each property, that will send a signal to the waste management services when full so that they can be smaller. This should let the waste management services offer a more customized service to citizens.
- ✓ The trucks will be equipped with GPS tracers, to be able to live-map their presence on the city map. Thus, allowing trucks to 2 things:
 - have an optimized pathfinding for bin lorry tours;
 - send sanitation services to incident reported in the application by the citizens.
- ✓ The “time manager” application will be extended to enable planification/HR follow-up on working teams (instead of using Excel sheets, or paper versions). This should result in a fairer schedule for those who work night shifts.

These actions will be implemented by the city **three months after your final presentation**, giving you the time to manage the change!

The decisions about WHAT is going to change **have already been made**: you do not need to make decisions on the changes.

You have to **help the implementation** of these decisions in the **smoothest possible way**.



Most public institutions don't have a lot of centralized data about the number of employees, the number of trucks in service, etc. Or at least, not available instantly. You will have to do with the information you can gather from your research.

Mission



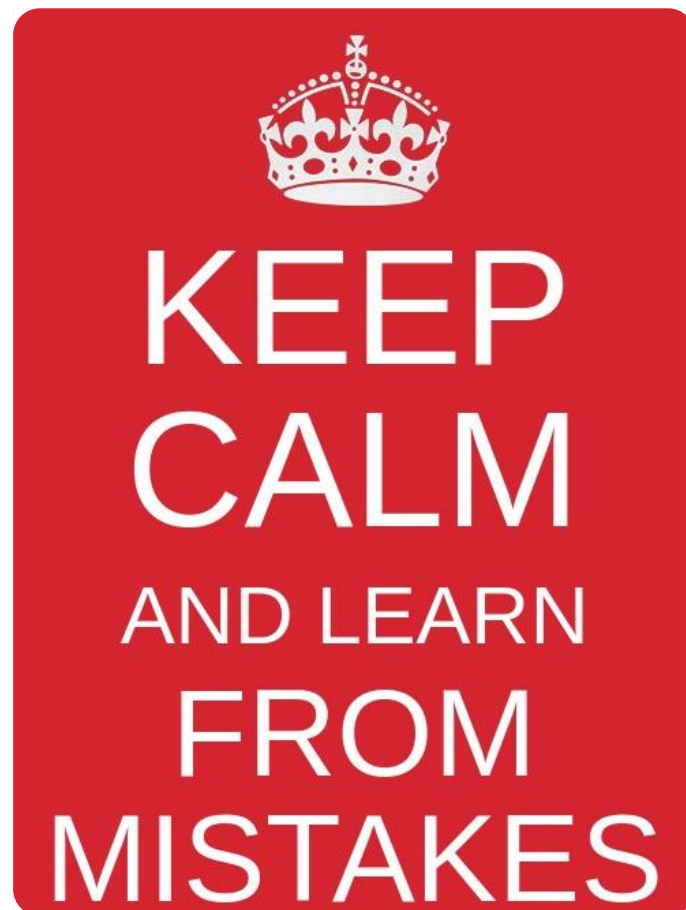
Your mission is threefold:

1. prepare the field for the implementation of the changes;
2. help the stakeholders with the changes in action;
3. accompany change resistance once changes are in place.

Each one of your missions is linked to a key moment in change management. You'll have three follow-ups during this project: use them as milestones for those key moments.



A bootstrap will show you a bad example of change management. Use it to make wiser decisions.



Here is a concise description of your milestones

✓ **First milestone**

Before the implementation: at this stage, nobody knows what's coming. You'll have to define the need for change, identify the stakeholders, inform a few trusted people to help you in future steps and define a strategy.

What has to be done, in order to smooth out the process and make the announcements welcome for the rest of the stakeholders?

✓ **Second milestone**

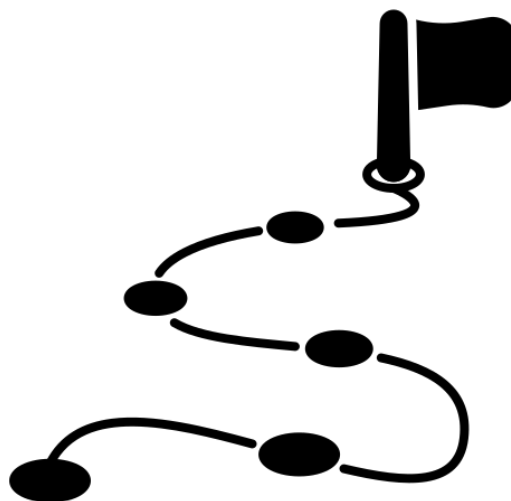
During the implementation: now, the projects are on! You need to communicate with the stakeholders and help them in the use of the projects.

What can you do to help the changes start on the right track?

✓ **Third milestone**

After the implementation: finally, the projects are integrated into the processes. People should know how to use them. You have to ensure that the projects are long-lasting.

What has to be done to mitigate the issues encountered?



Deliverables

Mission Report

You'll have to deliver a full report of your change management strategy, including all the steps you intend to take in order to smooth the incoming changes.

From the model choice to the predicted outcomes, budget and timeline, all information must be reported in an orderly manner and comprehensible for your client. It is expected for this report to be professional in both form and content. Please remember that your client has no experience in digital transformation.



Not all that you've gathered during the project is for the client. **Compile, organize** and **summarize** your work so that it is effective.

Keynote

Present in a professional setting your global strategy for the mission.

*What did you decide to do?
Why did you choose this strategy?
How can you find out the results of your strategy (which parameters can you use to follow up objectively the results)?*



Read your [JARVISS](#). You'll need it, especially the one about [change management](#).

{EPITECH}

