



COMPLETE CHANGE MANAGEMENT & SUPPORT SERVICES

**Successful change management starts from the inside.** Extracting the full value of any new technology investment requires systematic change management that relies on specific expertise and significant time & energy from internal resources.

Our Change Management service sets institutions up for sustainable success by embedding a dedicated Change Leader in the institution to provide guidance, create structure, manage complexity, reduce internal workloads and support internal change leadership.

**Change Management services provide critical facilitation, tools, frameworks & support through key project phases to maximize the return on your investment.**



## PREPARE

## IMPLEMENT

## SUSTAIN

**The Change Leader ensures institutional readiness to prevent costly misalignment & rework.**

**Define the Team**

Ensure the right departments and skillsets are represented.

**Define Roles**

Build alignment & accountability between project leaders & stakeholders.

**Prepare Data**

Assess & document the current data environment for streamlined data integration work if required by your digital transformation initiative.

**Inform Stakeholders**

Plan for the right people to get the right message at the right time for project success.

**We anticipate & eliminate roadblocks, meet stakeholder needs, support the team & keep the project on track.**

**Document New Processes**

Define & document process changes to enable the full value of your new technology system or tool.

**Facilitate Stand-Ups**

Lead daily or weekly project meetings to ensure accountability, troubleshoot issues and maintain team engagement & alignment.

**Formalize Training**

Build training plans to onboard stakeholders & build competency across the institution.

**We formalize process changes, share successes & maximize the long-term value of your technology investment.**

**Reinforce Process Changes**

Design a systematic governance framework to evaluate & implement post-launch updates and refinements.

**Support & Document**

Develop Post-Go-Live support and documentation.

**Measure & Share Success**

Identify key performance indicators and communication plans that demonstrate success to your stakeholders & build lasting momentum.

**CONTACT US FOR MORE INFORMATION**  
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