Adoption & Change Management Services

Ensure your business achieves expected benefits from your IT and workforce modernization initiatives

ESSENTIALS

Dell Technologies Consulting Services can help you:

- Prepare the organization for transitioning to a new way of working
- Develop an adoption & change management strategy and a roadmap of how to get there
- Identify change champions who will help drive adoption
- Prepare workforce with the skills and behaviors needed for success
- Develop ACM plans tailored for your organization
- Successfully execute your ACM program
- Increase worker buy-in and adoption

Business Challenges

Making the move to a new way of working is a fundamental culture shift for the organization—stakeholders, workers, IT, and the project team alike. Preparing for new technology solutions may require adoption and change programs, which can be challenging for IT teamsaccustomed to the old way of delivering services. Gone are the days when an email on Monday for changes coming on Tuesday will yield the desired results.

Change is experienced on a personal level and success hinges on theworkforces' understanding and acceptance. Rolling out new services requires a pragmatic approach to successfully driving change and service adoption. It calls for a new mindset, which can be one of the most challenging aspects of transitioning from an IT organization previously focused on infrastructure and platforms to one focused on worker-centric applications and services.

Dell Technologies Consulting Services can help your organization prepare for change, drive excitement, and accelerate adoption of new services.

Service Description

Dell Technologies Adoption & Change Management (ACM) servicestake a disciplined approach to enhancing the speed, adoption, and sustainability of business modernizations by focusing on the human side of change on an individual and organizational level. Our comprehensive services can be custom-designed to meet a variety of needs. ACM services are also available in fix-scope, pre-defined packages of two, five- and 10-week engagements depending on the depth and detail needed.

Adoption & Change Management Accelerator Service is for the complete design and execution of an ACM program. In this, our most comprehensive ACM service, our experts will:

- Determine the vision and objectives of the ACM program
- Collaborate to identify key stakeholders and change agents who will help transition the workforce and create excitement for new service adoption
- Five discovery and design workshops with stakeholders where the outputs are used to develop a strategic plan and roadmap
- Design your tailored plan, comprised of up to 8 strategic areas:
  - o **Communication.** Plan for clear communications that are time-sequenced for specific groups and targeted at the behavior change. May include development of an adoption dashboard for communicating progress

- o **Sponsorship & Governance.** Define key activities and responsibilities for the sponsor coalition championing change
- o **Champions Program Framework.** Identify champions, determine duties and activities, and incorporate feedback as needed
- o **Training & Coaching.** Build strategy for coaching, training, and train-the-trainer on the specific skills and behaviors necessary for success; includes how the management team will be supported and how they will engage workers, as well as the training of specific skills and behaviors necessary for success
- o **Resistance Management.** Define the processes and tools to manage worker resistance
- o **Adoption Measurement.** Create a scorecard that tracks adoption and usage, and design and run a process for collecting feedback, auditing compliance, and analyzing results
- o **Change Network.** Obtain guidance for building a network of change agents to drive modernization and defines what is needed from them in order to achieve success
- o **Rewards and Recognition**. Design formal approach to celebrating success and reinforcing change

Our ACM services are designed to meet a variety of business needs. **The Advisory Service** provides a strategic assessment for establishing the foundation of the ACM program, while the **Planning Service** includes Advisory activities, plus develops your tailored plan comprised with up to five areas. The **Accelerator Service** is designed for organizations that want our consulting service experts to plan, design, and execute their ACM program.
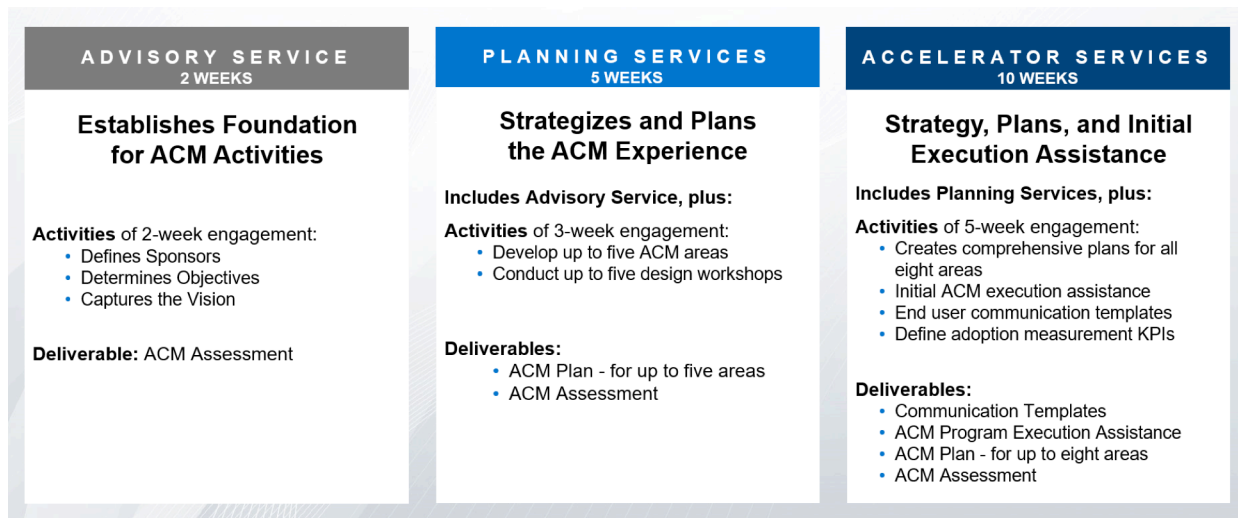

ADVISORY SERVICE 2 WEEKS	PLANNING SERVICES 5 WEEKS	ACCELERATOR SERVICES 10 WEEKS
Establishes Foundation for ACM Activities	**Strategizes and Plans the ACM Experience**	**Strategy, Plans, and Initial Execution Assistance**
	Includes Advisory Service, plus:	Includes Planning Services, plus:
Activities of 2-week engagement: • Defines Sponsors • Determines Objectives • Captures the Vision	**Activities** of 3-week engagement: • Develop up to five ACM areas • Conduct up to five design workshops	**Activities** of 5-week engagement: • Creates comprehensive plans for all eight areas • Initial ACM execution assistance • End user communication templates • Define adoption measurement KPIs
Deliverable: ACM Assessment	**Deliverables:** • ACM Plan - for up to five areas • ACM Assessment	**Deliverables:** • Communication Templates • ACM Program Execution Assistance • ACM Plan - for up to eight areas • ACM Assessment

Figure 1. Overview of Adoption & Change Management Service offers.

Summary of Outcomes

You can transition to new ways of doing business—Dell Technologies can help you with driving a successful adoption and change management program. Our services are designed to help you:

- Achieve organizational alignment and clarity of vision, goals, and direction
- Develop a strategy, roadmap and detailed plans for accelerating change and worker adoption
- Understand the specific skills and behaviors needed for success
- Create a culture of change and acceptance
- Establish standards and implement best practices
- Increase worker buy-in and accelerate adoption to the new way of doing business

Learn more about Dell Technologies Services

Contact a Dell Technologies Services Expert

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