Change Management Toolkit

A Self-Service Approach to Facilitating Change

When organizations make the investment in HCM software like SAP SuccessFactors, leaders expect this investment will produce certain results like grow talent, optimize performance, simplify processes, and create efficiencies. What is often overlooked – and prevents an organization from realizing its goals – is that they also need to make an investment in change management.

Before a change is initiated, your organization should know and be able to articulate not only what is changing but even more importantly, why. With our change management toolkit, 3D Results is making it possible for all organizations to effectively plan and execute a coordinated set of activities that will proactively address the changes associated with an HCM system implementation.

What is the Change Management Toolkit?

With a combination of self-service templates and a spectrum of consulting services, the 3D Results change management toolkit provides options for organizations with varying levels of internal change management resources. Specifically, the toolkit encompasses:

SAP SuccessFactors-specific templates – Over 40 different resources are provided to help you manage change during your implementation. The assets include instructional tips and guidance for completing a variety of activities to address the key elements important to successful change such as:

- Evaluating internal resource capabilities and current training and communication tactics
- Conducting a stakeholder impact analysis
- Aligning your change plan to the overall project plan
- Building communications and training plans
- Developing a support structure and tools
- Identifying a governance frame and ongoing practice
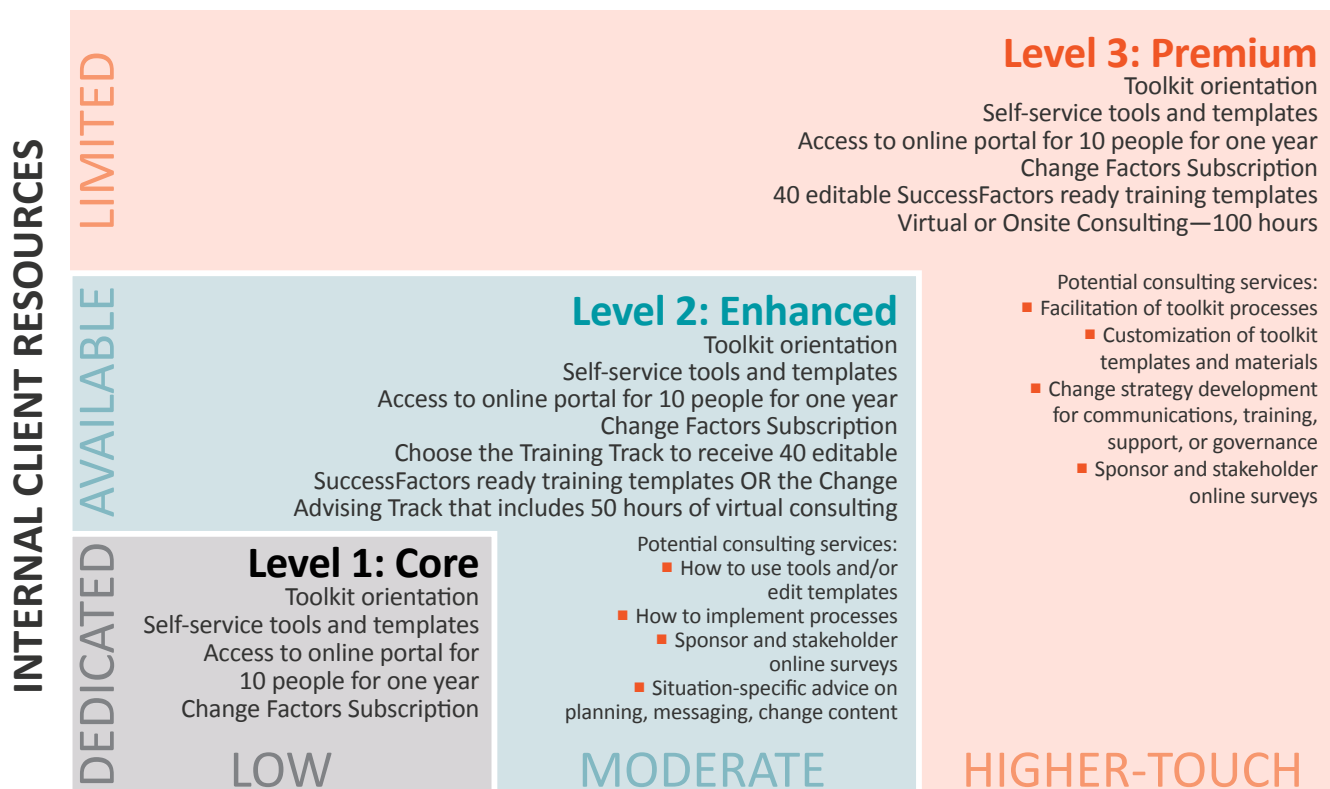- Gathering feedback from end-user materials testing

Access to online portal – Your change management content is available through an SAP Jam Change Management Group. All levels of the toolkit include up to 10 group members for one year.

Basic support – Regardless of which level of change management toolkit you select, you'll receive a baseline level of support that includes:

- An orientation session with a change expert to review the overall change process and all of the toolkit materials
- A one-year subscription to "Change Factors," a service that provides various learning opportunities (ask the experts webinars, tips and lessons learned, Q&A, new products) throughout the year on managing change

Change Management Toolkit Options

INTERNAL CLIENT RESOURCES

LIMITED

AVAILABLE

DEDICATED

Level 3: Premium
Toolkit orientation
Self-service tools and templates
Access to online portal for 10 people for one year
Change Factors Subscription
40 editable SuccessFactors ready training templates
Virtual or Onsite Consulting—100 hours

Potential consulting services:
- Facilitation of toolkit processes
- Customization of toolkit templates and materials
- Change strategy development for communications, training, support, or governance
- Sponsor and stakeholder online surveys

Level 2: Enhanced
Toolkit orientation
Self-service tools and templates
Access to online portal for 10 people for one year
Change Factors Subscription
Choose the Training Track to receive 40 editable SuccessFactors ready training templates OR the Change Advising Track that includes 50 hours of virtual consulting

Potential consulting services:
- How to use tools and/or edit templates
- How to implement processes
- Sponsor and stakeholder online surveys
- Situation-specific advice on planning, messaging, change content

Level 1: Core
Toolkit orientation
Self-service tools and templates
Access to online portal for 10 people for one year
Change Factors Subscription

LOW   **MODERATE**   **HIGHER-TOUCH**

3D RESULTS CONSULTING SUPPORT LEVEL

Which option is right for you?

Choose Level 1 if you have:
- Experienced, dedicated internal change resources
- No socialized change framework or tools
- A straightforward implementation

Choose Level 2 if you have:
- Dedicated, internal resource with minimal change management experience
- Organizational resources with expertise in training, communications, support, governance, and experience with a systems implementation
- More complex process changes in addition to a new system implementation

Choose Level 3 if you have:
- Inexperienced resources with change management assigned as an "extra" role during the implementation
- A change in talent strategy resulting in new performance expectations aligned to a process redesign and system implementation

ABOUT 3D RESULTS

3D Results® provides consulting and data science as a service for SAP SuccessFactors and IBM Kenexa HCM suites. Our Process on Purpose® methodology ensures a successful implementation while connecting data and aligning systems with talent strategy. Our experienced, practitioner professionals offer a consultative style that delivers Results on Purpose®.

SAP Partner

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