Agenda

- Introduction
- Continue Gaining Engagement
- Leverage Stakeholder Influence
- Handling Turnover

Introductions

- Take 5 Minutes

- Turn to a Person Near You

- Introduce Yourself

- Business Cards

Part 1: Introduction

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The Initial Implementation Is Over

- The organization has engaged in the implementation from executives to team members

- Everyone has come to an agreeance on the business processes that will be implemented and the use cases that need to be followed

- We have trained our people on the processes and the technology

- But now what?

- How do we keep the excitement and engagement in the future with our stakeholders?

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Where To Go Next?

- As an organization, we have spent time and resources on implementing a new tool and we need to make sure it doesn't become shelf-ware in the near future

- There are three key principles we need to keep in mind to continue building and iterating on the groundwork that was set

1. Continue Gaining Engagement
2. Leverage Stakeholder Influence
3. Handling Turnover

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Part 2:
Continue Gaining Engagement

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Always Keep The Stakeholders In Mind

- By this point you should know who your stakeholders are
  - These are the people that are affected by the processes being put into place
  - Executives, Directors, Project Managers, Team Members, Internal and External Customers

- Hopefully the users have started to see the value coming from the tool and if they haven't we need to understand why they aren't and how we can make positive changes that show them positive results

- This is a living system that will need to iterate and transform over time

- We want our relationships to stay positive to ensure that they think their voices are being heard

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Communication is key

- Decide on a cadence, but make sure there is a recurring session where the stakeholders have a forum to talk about the good, the bad, and the potential future needs
  - Always be forward thinking which leads the team to the right vision
- There might be stakeholders from different organization who have a different set of priorities
  - Use your forum to allow everyone to listen to the needs of the other business units
  - Try to find common ground for key features that might benefit everyone as a whole
- Work with them to plan new features and functionality
  - Provide a prioritized list that can be put into a 1, 3, 6 month roadmap that provide visual context to the work being done to improve and enhance the system

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Always Be Looking for Insights

Questions to Keep In Mind
What are their current problems with the system and functionality?
Are their any data or functionality needs they see coming in the next 3+ months?
How do they need to visualize the data to management?
Is there a business process that needs to be defined or improved?
How is user adoption? Do we need training/demos/pocs?
What does success look like?

Part 3:
Leveraging Stakeholder Influence

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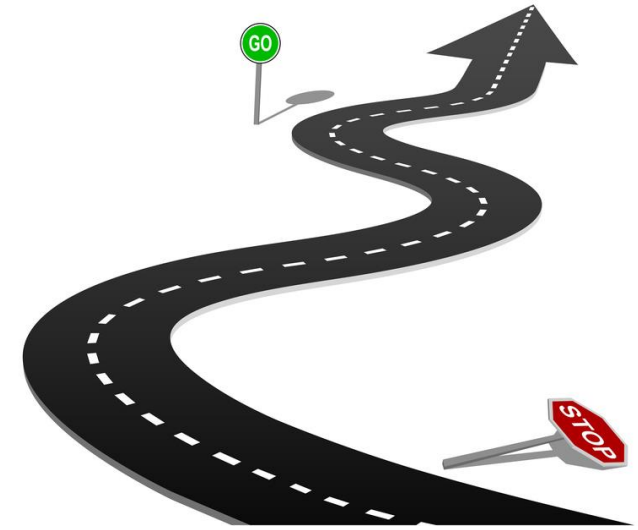SAN DIEGO

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Leverage Your Stakeholders

- Stakeholders want to feel like their voice is being heard and be an active participant in the functionality being rolled out
    - Encourage your stakeholders to attend the recurring forum and participate in the active discussions around the system
    - They can work with the other stakeholders to come up with their wish lists to help drive the system forward
- Help them work together and see where they might be compromising
    - This can lead to continued success because it can lead to more simple solutions that save time for the users and ultimately help increase delivery time

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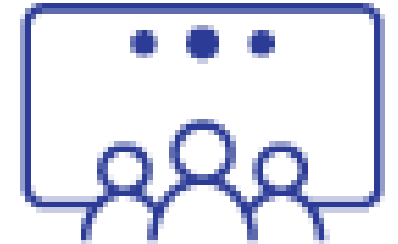
Define the Vision and Roadmap

- Another way to leverage the stakeholders and keep them involved is letting them help define the vision and roadmap for upcoming releases

- These common goals can give everyone something to get excited about and work towards as a common team
    - This roadmap doesn't always have to be pushed down by management
    - Stakeholders should have a sense of what functionality is needed that will help them save time and money

- We are empowering and encouraging stakeholders to take ownership of the overall vision
    - They can own and help define specific enhancements
    - Stakeholders have the opportunity to help pivot and be more agile in the way the functionality is being delivered

Part 4:
Handling Turnover

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Turnover Is Common

- Some software can have a long life
  - That life means saying goodbye to old faces and hello to new faces and new ideas
- How we manage these new relationships is a key barrier that needs to be overcome
- We have to include these new stakeholders in all of the discussions, but we need to make sure that everyone keeps the momentum and keeps pressing forward through these potential new agendas
- All of the past time and effort can't lead to this software becoming selfware

Be a Champion for the New Stakeholders

- Meet with the new faces to see what makes them tick
  - Are they concerned with raw data or looking for how everything flows into each other?
  - Do they want to see the data in the system? Grids? Graphs?
  - How about automated reporting?
- Finding these key metrics will help them find the value out of the software without too much of a delay
- Be prepared to explain to them what has already implemented in the system and how it is saving the organization time and money
  - Explain the value that other stakeholders are gaining from the old processes that used to be implemented compared to the new processes being used

Questions?

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