

INFORMATION TRANSFORMED

Oracle Consulting Organizational Change
Management Services

Preparing the Organization and People for Change

Enterprises such as yours increasingly recognize that preparing their people for a major technological change can make the difference between the success and failure of a project. But they don't always have the capabilities to adequately manage the transition from the old to new systems.

Oracle Consulting Organizational Change Management Services can help. Oracle starts at the strategic level with your executives. We then identify the particular human and organizational challenges of your technology implementation and we design a systematic, time-sensitive, and cost-effective approach to lowering risk that is tailored to your organization's specific needs. In addition to increasing user adoption rates, carefully planning for and managing change in this way allows you to maintain organizational productivity through often-difficult technological transitions. This in turn enables you to more easily meet deadlines, realize business objectives, and maximize return on investment.

Accelerated Change Management for Your Business

“In a public sector setting, as in any large organization, both the management and the workforce can be pretty change-resistant. Especially when proposed changes are seen as large or high-impact, that resistance can present a high risk. We certainly saw that here. We believe two of our key success factors were the active involvement of our executives and a structured change management process.”

Stephanie Wilkerson
City of Minneapolis
Minneapolis, MN

Do You Need Organizational Change Management Services?

If you answer “yes” to one or more of the following questions, Organizational Change Management Services from Oracle Consulting can help you.

- Will your organizational culture be affected by the implementation?
- Will some of your employees resist the implementation?
- Are you anticipating that the change will affect the daily work of some of your groups?
- Will your managers react to planned standardization?
- Will communicating this change challenge your organization?

Oracle Consulting Organizational Change Management Services increase the probability that your technology implementation will be a successful one. By getting executive commitment and anticipating the human and organizational challenges, we then create a strategy that is aligned with your culture to help managers and users accept the new or updated technology. Organizational Change Management Services also offer a rich library of proven tools that help you assess your existing organizational culture and assist you in tailoring communications and delivery media to the specific needs of your project.

Oracle change management experts also support key players throughout the project lifecycle. By identifying and mitigating risks, generating change momentum, fostering effective communication, and supporting end-user acceptance, Oracle helps you better manage the “soft” side of the implementation. In the process, we decrease transition time and help you meet deadlines, achieve business objectives, stay within project time frames, and ensure implementation success.

What Differentiates Organizational Change Management Services?

Organizational Change Management Services are delivered by seasoned senior professionals with years of experience in organizational planning and execution combined with specific knowledge of Oracle technologies. Their global, multi-industry expertise uniquely qualifies them to manage change, mitigate organizational risks, and add overall value to your project.

Our services use proven methods, assets, and tools based on Oracle best practices, and offer you flexible delivery options that can be adapted for different cultural environments, project size and scope, and timelines. In addition, the broad coverage provided by Organizational Change Management Services aligns pragmatic and tactical activities with your implementation milestones.

Services Offerings

Organizational Change Management Services take a culturally sensitive approach to change management that encompasses all organizational factors that can impact a project.

- **Executive Alignment Workshop.** This service calls upon proven techniques to align project objectives, vision, and success criteria. The workshop helps you create an “executive execution” plan that includes project governance rules for mitigating organizational risks. The exercise also assists you in building a sponsorship program to address specific organizational challenges and responsibilities.
- **Organizational Readiness Assessment.** Change management teams must have tools and methods to assess their organizations’ capacity to make and sustain change. Leveraging Oracle’s bank of prevalidated assessment questions, risk-mitigation techniques, and proven best practices, Oracle experts build a change management road map to translate findings and recommendations into critical activities.

- **Communication Campaign.** Using strategies such as effective communication timing, content for a variety of media sources, and participant feedback tools, communication services help manage stakeholders' fears, expectations, and information needs. This service includes preformatted content that can professionally jump-start project communications and build change momentum. This service will involve your key leaders.
- **Alignment Workshops.** This service prepares managers to model change and empower users. Oracle experts support team leaders and change agents using a collaborative and problem-solving approach to the implementation that ensures they have the tools and the know-how to drive the adoption of the new technology.
- **Job Impact Analysis.** This gap analysis identifies the impact of an integrated system on an organization's structure and on user roles, responsibilities, and knowledge requirements. The analysis generates a human resources transition plan, which becomes a strategy for the most effective ways to implement a successful project transition.
- **IT Alignment.** This service updates the IT mission/vision, group workflows, and job structures, and prepares IT teams to deal effectively with changes while efficiently rolling out new technologies. It also helps integrate the new capabilities of the IT groups with the overall business strategy.

Why Oracle Consulting?

- **Leading expertise:** Premier experts, entrusted as single points of accountability
- **Broad coverage:** Results-focused professionals with unparalleled, end-to-end skills and comprehensive capabilities
- **Global scale:** Thousands of projects serving more than 20 million users 24/7, delivered by more than 11,000 Oracle solution experts in 145 countries
- **Flexible delivery:** Services leveraging Oracle's unique "Optimum Shore" approach and innovative solutions such as Business Accelerators, Rapid Starts, and Expert Services, fully integrated using the Oracle Unified Method

Your Trusted Advisor for Oracle Solutions

Oracle Consulting is the professional services arm of the world's largest enterprise software company. Our broad industry knowledge, leading expertise, global scalability, and flexible delivery capabilities provide everything you need to successfully implement your technology project. You can combine our services with those from your system integration vendor or depend upon us as your sole service provider. Either way, Oracle Consulting is the superior choice for implementing and maintaining Oracle technologies.

In addition to Organizational Change Management Services, Oracle Consulting helps you transform your business processes with other Oracle Consulting service lines, including Business Consulting Services, Solution Services, Enterprise Architecture Services, Expert Services, and Extended Services. Whether you use us for a small, fixed-price engagement or a multimillion-dollar, multiyear global project, Oracle Consulting can help you realize long-term, sustainable, and measurable business benefits from your Oracle investment.

CONTACT US

To learn more, visit oracle.com/consulting or call +1.800.633.0615

Outside North America, visit oracle.com/corporate/contact to find the phone number for your local Oracle office.



Oracle Corporation

Worldwide Headquarters

500 Oracle Parkway
Redwood Shores, CA
94065
U.S.A.

Worldwide Inquiries

Phone

+1.650.506.7000

+1.800.ORACLE1

Fax

+1.650.506.7200

oracle.com

Copyright © 2008, Oracle. All rights reserved. Published in the U.S.A. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor is it subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.