

# ORACLE CHANGE MANAGEMENT ORGANIZATIONAL READINESS ASSESSMENT

## Oracle Expert Services

### AT A GLANCE

- Identify the Client's change history, customer, and organizational infrastructure
- Look for evidence of receptivity or resistance
- Begin the process of disseminating informal information
- Reduce the time and effort required to move through the change effort
- Prepare the organization and people for change

### RELATED SERVICES

The following Organizational Change Management Services are also available from Oracle Consulting Services:

- Executive Alignment Workshop
- Communication Campaign
- Alignment Workshops
- Job Impact Analysis
- IT Alignment

*An Organizational Readiness Assessment will determine the Organization's capacity to make and sustain change. The assessment will identify leverage points and potential problem factors related to the organizational and human risks of an information technology project. Oracle's Change Management team has tools and techniques to assess the project risks, anticipate reactions, and overcome barriers. Leverage our specialists' bank of 500 pre-validated assessment questions and the risk-mitigation techniques of our change management best practices.*

### Overview

During the Organizational Readiness Assessment service offering, target groups will be identified and representatives of these target groups will be engaged in creating assessment tools. They will also participate in validating the results and recommendations. This involvement in the assessment will demonstrate that the project is prepared to include the people and to manage the human side of the changes. The assessment data will be translated into a concrete change management road map with activities to deploy during the project that are aligned with the project milestones, taking the organizational culture into consideration.

The Oracle Consulting change management consultants are change management specialists trained in Oracle technology and its implementation methodology. These specialists know how and when Oracle clients will react as the change gains momentum. The OCM Specialists are veterans of Oracle implementations in addition to being well versed in the best business practices in their respective fields.

### Offering Details

In providing the Organizational Readiness Assessment service offering, Oracle will work with the customer to conduct the following steps:

- **Determine Assessment Strategy** – Select the most effective/efficient data gathering approach to identify the impacted stakeholders.
- **Create Assessment Tools** – Build upon proven information-gathering surveys, interviews, and/or focus groups that will generate reliable qualitative and quantitative data, and will promote ease of use as well as ease of analysis.
- **Gather Assessment Data** – Launch assessment tools to collect communications and training cultures and needs, human risks, and organizational change capabilities, while maximizing stakeholder involvement.

## ORACLE CONSULTING DIFFERENTIATORS

- Leading Expertise Oracle's own experts providing thought leadership for every Oracle solution.
- Broad Coverage "End-to-end" lifecycle services across the entire Oracle product footprint.
- Global Scale 13,000 Oracle experts in 145 countries, serving over 20 million users.
- Unified Methodology Based on industry standards, high quality results across complex projects.
- Flexible Delivery Onsite, offsite, and offshore, along with innovative solutions such as Rapid Starts and Expert Services.

- **Analyze Data and Co-Develop Recommendations** – Collaborate to create recommendations that address key issues, can realistically be implemented, and that clearly tie to the principles of successful change and anticipated business results.
- **Build Change Management Road Map** – Translate findings and recommendations into critical activities that will increase the organization's capacity to make and sustain major change.
- **Deploy the Change Management Road Map** – Roll out the change management activities and take frequent checkpoints, measure the effectiveness of the change initiative, and adjust as needed, making the Change Management Road Map a living document.

### Major Deliverables

The formal deliverables for the Organizational Readiness Assessment usually include:

- Change Management Road Map
- Communication Strategy

### Requirements

Oracle Consulting will require baseline information. The client will need to provide appropriate organizational expertise and resources to work with the Oracle Change Management Lead to identify how the users across the organization will react to the introduction of a new system, along with the strengths/risks inherent in the culture and nature of the organization. This is important for formulating an overall assessment of how much change users can be expected to absorb. This analysis drives the readiness, communication, and learning strategies we believe are necessary for the system to be successful. The Organizational Change Management project will require dedicated customer executives as the team produces, reviews, and approves the Change Management Road Map and the Communication Strategy.

### Getting Started

Leverage Oracle's methods, tools, and extensive experience with customer implementations across diverse industries and geographies. Tight integration across Consulting, Development, Support, Education, and Global Delivery puts the entire Oracle team behind your success. To learn more, contact your local Oracle Consulting representative at 1-800-633-0615, email [ask-oracleconsulting\\_us@oracle.com](mailto:ask-oracleconsulting_us@oracle.com), or visit [www.oracle.com/consulting](http://www.oracle.com/consulting).

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