



Technology Implementation Roadmap

Change Management and Adoption Guide

Pre-Implementation Planning

Define Success

- Clearly articulate what success looks like for NAMMB technology implementation.
- Establish Key Performance Indicators (KPIs) and measurable outcomes.
- Align success metrics with overall business objectives.

Timeline: Week 1-2

Identify Stakeholders

- Map out all individuals and groups affected by the implementation.
- Determine their level of influence and interest.
- Understand their potential concerns and needs.

Deliverable: Stakeholder Register

Find Champion

- Identify an influential individual to advocate for the new technology.
- Ensure the champion understands the vision and benefits.
- Empower the champion to drive adoption and address resistance.

Role: Executive Sponsor / Department Lead

Communicate Vision

- Develop a clear and compelling narrative about the purpose and benefits of the new technology.
- Utilize multiple communication channels (e.g., email, town halls, newsletters).
- Tailor messages to different stakeholder groups.

Key Message: Improved efficiency, enhanced collaboration, better data insights.

Detailed Implementation Plan

Infrastructure Setup

- Assess existing infrastructure and identify gaps.
- Procure and install necessary hardware and software.
- Configure network and security settings.

Timeline: Weeks 3-6

Checklist:

- ☐ Servers provisioned
- ☐ Network connectivity verified
- ☐ Security protocols established

Training Materials & Execution

- Develop comprehensive training materials (user manuals, FAQs, video tutorials).
- Design role-based training programs.
- Conduct training sessions for all user groups.

Timeline: Weeks 10-12

Content Focus: Core functionalities, common use cases, troubleshooting.

Configuration & Data Migration

- Customize the technology to meet NAMB's specific requirements.
- Develop a data migration strategy, including cleansing and validation.
- Execute data migration in a phased approach.

Timeline: Weeks 7-10

Key Considerations: Data integrity, downtime minimization.

Soft Launch/Pilot

- Identify a pilot group or department for early adoption.
- Gather feedback and identify areas for improvement.
- Refine processes and training based on pilot results.

Timeline: Week 13

Objective: Validate system performance and user readiness.

Launch & Adoption

Launch Day Checklist

- Confirm all systems are operational.
- Ensure support teams are ready and briefed.
- Communicate launch to all employees.

Go/No-Go Decision: Based on pilot feedback and system readiness.

Timeline: Week 14

First Week Support

- Provide immediate, on-site or easily accessible support.
- Establish a dedicated help desk or support channel.
- Actively monitor user activity and address issues promptly.

Focus: Rapid issue resolution and user confidence building.

Timeline: Week 14

30-Day Check-in

- Conduct surveys and focus groups to gather feedback.
- Analyze usage patterns and identify adoption trends.
- Address any recurring issues or training gaps.

Metrics: User satisfaction, task completion rates.

Timeline: Week 17

Optimization & Measurement

Weeks 5-12 Post-Launch

- Continue to monitor system performance and user adoption.
- Identify opportunities for process improvements and further training.
- Refine workflows based on real-world usage.

Activities: Advanced training modules, user best practice sharing.

Metric	Baseline	Month 3 Target	Measurement Method	Frequency
User Adoption Rate	N/A	80%	System Usage Logs	Weekly
Task Completion Time	Varies	Reduced by 15%	User Surveys/Observation	Monthly
Support Tickets	High	Reduced by 30%	Help Desk System	Weekly
User Satisfaction	N/A	75%	Post-Implementation Survey	Quarterly

Change Management Strategies

The Change Curve (Kübler-Ross)

- **Shock/Denial:** Initial resistance and disbelief.
- **Anger/Frustration:** Negative emotions towards the change.
- **Bargaining/Depression:** Attempts to find alternatives or feeling overwhelmed.
- **Testing/Acceptance:** Exploring the new system and its benefits.
- **Integration/Commitment:** Embracing the change and incorporating it into daily work.

Strategy: Acknowledge emotions, provide clear information, and support users through each stage.

User Types & Preventing Workarounds

- **Innovators:** Early adopters, eager to try new things.
- **Early Adopters:** Influential, willing to adopt after seeing benefits.
- **Early Majority:** Pragmatic, adopt when benefits are clear and proven.
- **Late Majority:** Skeptical, adopt due to peer pressure or necessity.
- **Laggards:** Resistant to change, require significant support.

Preventing Workarounds:

- Address user pain points proactively.
- Ensure the new system is user-friendly and efficient.
- Provide ongoing training and support.

Long-Term Success

Month 4+

- **Continuous Improvement:** Regularly review system performance and user feedback.
- **Advanced Features:** Explore and implement advanced functionalities to maximize ROI.
- **Refresher Training:** Offer ongoing training to reinforce best practices and introduce new features.
- **Knowledge Base:** Maintain and update a comprehensive knowledge base for self-service support.
- **Community Building:** Foster user groups or forums for knowledge sharing and peer support.

Goal: Embed the technology as a core component of NAMB's operations.

Problem-Solving Framework

1. **Identify the Problem:** Clearly define the issue.
2. **Gather Information:** Collect relevant data and user feedback.
3. **Analyze Root Cause:** Determine the underlying reason for the problem.
4. **Brainstorm Solutions:** Generate potential solutions.
5. **Evaluate Options:** Assess the feasibility and impact of each solution.
6. **Implement Solution:** Put the chosen solution into action.
7. **Monitor and Review:** Track the effectiveness of the solution and make adjustments as needed.

Resource Templates

- **Project Plan Template:** For detailed task management and timelines.
- **Communication Plan Template:** For structured stakeholder updates.
- **Training Plan Template:** Outlining training modules, schedules, and resources.
- **Risk Assessment Template:** Identifying and mitigating potential project risks.
- **User Feedback Form Template:** For systematic collection of user input.
- **Post-Implementation Review Template:** For evaluating project success and lessons learned.

This document is a guide for the successful implementation and adoption of new technology at NAMB. It outlines key phases, strategies, and resources to ensure a smooth transition and maximize the benefits of the investment.

