A leap forward. Transforming systems. Empowering People!

Change Champions
Inaugural Meeting

February 14, 2018
Welcome and Introductions
Quantum Financials Change Management Methodology
Change Champion Role Discussion
  • Benefits
  • Engagement
Q&A
Welcome and Introductions
Quantum Financials Change Champions

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Welcome and Introductions
Quantum Financials Change Champions

- 20 Change Champions
- Representation from all schools and admin & finance
- Includes Dean’s office and departmental participants
- Some also serve as Subject Matter Experts and Advisory Council members

Thank you for participating!!
What is Change Management and Why is it Important?

Following Prosci® Change Management Methodology

- Focuses on the People Side of Change

  Organizations do not change, people do.

- Prosci® PCT™ Model
- Prosci ADKAR® Model
What is Change Management?

Change management is the application of processes and tools to manage the people side of change from a current state to a new future state so that the desired results of the change and the expected return on investments are achieved.
A Vision for the new UMB Financial System

- Implement a modern, SaaS-based finance solution
- Increase efficiency of financial processes with automation and configurable workflow
- Increase access to and ability to use financial data to make business decisions
- Reduce UMB stakeholder reliance on supplementary systems to support their reporting, budgeting, and financial forecasting needs
Why Is Change Management Important?

Of the 245 research participants who reported having excellent change management effectiveness, 94% met or exceeded project objectives.

Prosci 2016 Benchmarking Data
Three Elements Required for Successful Change

Prosci® PCT™ Model
ADKAR - The Five Building Blocks for Successful Change

- Awareness
- Desire
- Knowledge
- Ability
- Reinforcement

ADKAR
- describes the phases an individual must go through when faced with change
- tool for understanding “how, why and when” to use different change management tools
Change Champion Role

Change Champions are an integral part of the Change Network established for the Quantum Financials (QF) implementation. The Change Champions will support the project across the University, and will be engaged for advice to the project team, assistance with business process changes, and disseminating information and communications from the project team. These individuals will champion the adoption of the new system and related business processes in their parts of the University.

Ideally, there will be about 15 - 20 Change Champions with representation from all schools and the central offices. They will be business process experts who understand the detailed transactions as well as high-level results, are willing to learn, and are able to explain new processes to others in their school/department. Some Change Champions may have already been engaged as QF Subject Matter Experts.

Future responsibilities of the Change Champions could include developing QF adoption strategies in their areas, preparing their school/department for changes to business processes and policies, participating in user acceptance testing, and helping to identify appropriate roles and training for end users.
Change Champion Benefits

➢ To the project – advisors, champions, senders/receivers
➢ To your school/department – early adopters, communication, trainers, user testing
➢ To UMB – start of user community support group
➢ To you – power user, greater knowledge of system
Change Champion Engagement

- How to best engage you - Everyone’s busy
  - What’s the best use of your time and sphere of influence?
- Monthly meetings
- Distribution List
- Sharepoint?
- Surveys?
Questions & Answers