All changed, changed utterly...

* we probably should have sent an email!
warning!! super-complex
Ok, ok
Change Management is not rocket science.
It’s just stating the bleeding obvious...
in Hindsight!
No such thing as a small change

...or the ballad of the DCU Hedge
So how do we address this

➔ Change is a constant
➔ Processes, teams, users must all expect constant change
Change as a Managed Process

Change Advisory Board (CAB) based (loosely) on ITIL principles.

All non-routine changes to be submitted to CAB. CAB may then:

- Approve
- Ask for more information / Request Amendment
- Stop

CAB then reviews all changes after implementation.
Does it work?

In our case over past couple of years:

- Migrate all web services
- Change of most visible features of the site
  Front page/Menus/Feature Sections
- Change how staff and student interaction
  with personalised areas

- Experienced very little negative customer reaction
- Avoidance of many of the possible issues directly related to CAB
Why does it work for us?

Multi-disciplinary membership

→ Vital for the different perspectives that brings to any given discussion

- Exam results are that week!
- Is there support available
- Security patches are being applied
- Tom’s not going to like that
- Students really like the old way
- Not on a Friday
- How will they know how to access it?
Why does it work for us?

Targeted communications

➔ Who needs to know about the change
➔ What do they need to know
   (new ways of working, support options, etc)
➔ When do they need to know
➔ How do we tell them
Why does it work for us?

We try not to interrupt the user workflow

➤ Can be as simple as:

◆ Making sure the buttons stay on the same place on the page

◆ Using a simple redirect so that the users bookmarks still work
Why does it work for us?

If we have to interrupt users we try and let them know the advantages/necessity of it

→ Explaining the rationale in a clear and straightforward manner

→ Ensuring support options are there and users understand this
Why does it work for us?

Timing is vital

➔ Change calendar
➔ Change windows
➔ Change freezes
➔ In/out of hours?
➔ Potential clashes
Where do we want to get to?
So thank you for listening
Breaking news flash live from DCU...