

Organizational Change Management within a Maximo Implementation

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About Electra Learning



Established in 1997. In North America since 2013



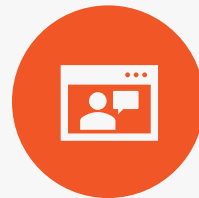
Offices in Calgary, Houston, Toronto and the UK



Largest Maximo Learning & Development company in North America



Provide end-to-end Maximo change management services (CM support, Training, eLearning, User Support)



We aim to bridge the gap between individuals and technology in a positive and engaging manner



Work across several sectors including Energy, Manufacturing, Mining, Transportation and Utilities



Agenda

3 key Change Management considerations as part of a Maximo Implementation

1. What is Change / Change Management
2. The People Side of Change
3. Making the Change

Takeaway

- **5 Change Management points to consider when implementing Maximo**



What is Change?

In terms of a Maximo implementation:-

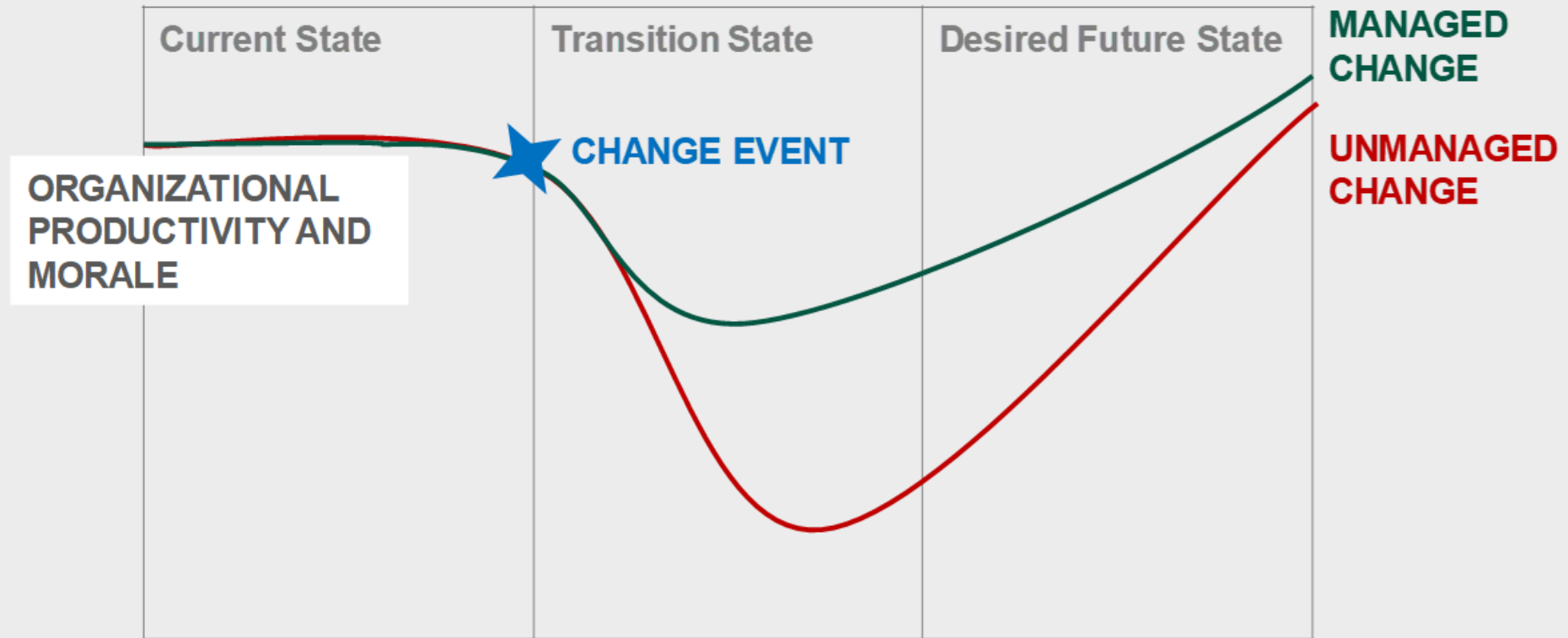
The change is people learning new processes or using new technology to achieve business goals.

Changes usually don't fail because of technical reasons. They usually fail for human reasons.

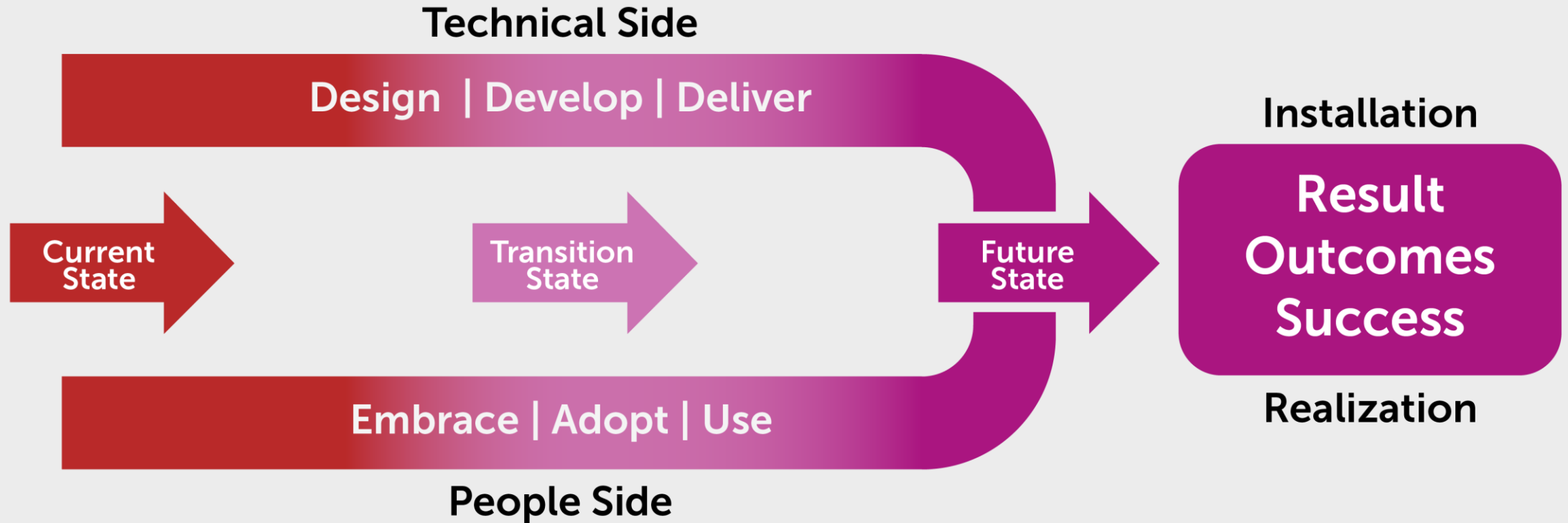


What is Change Management?

Helping people move from Current State to Desired Future State without a big dip in productivity or morale



Change Management



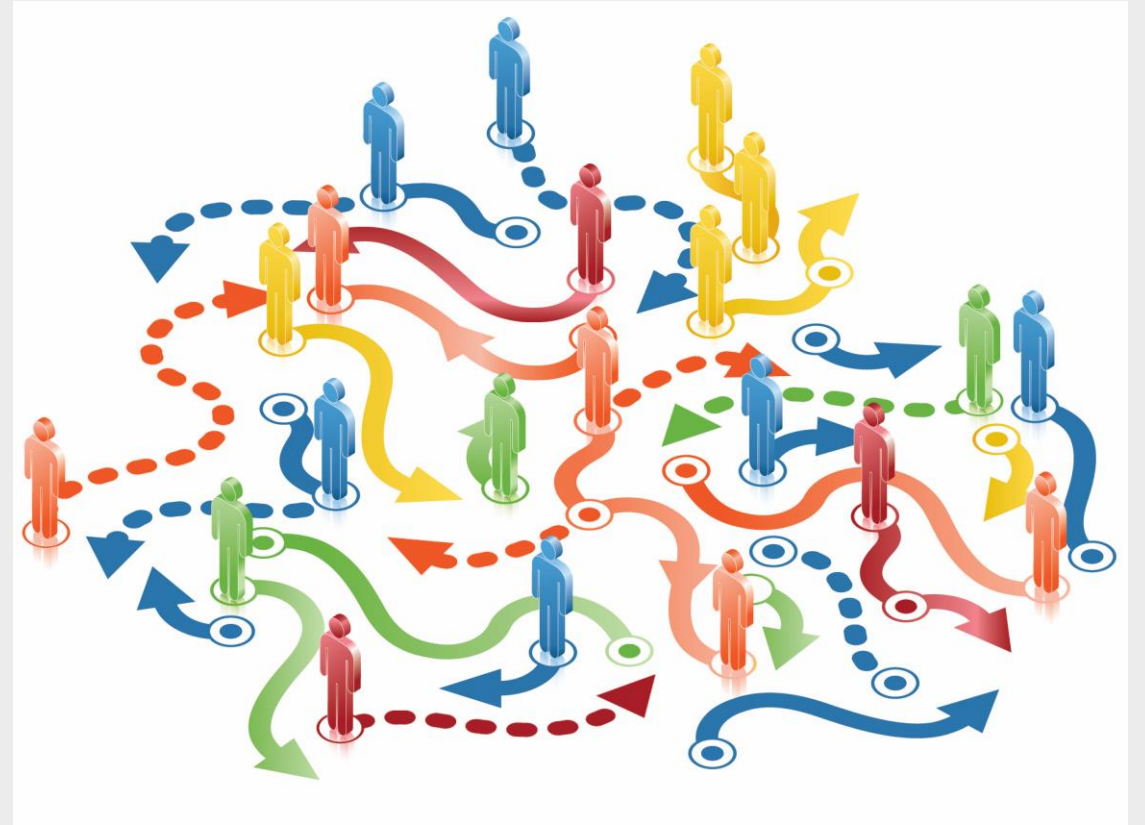
The People Side of Change

Individuals react differently to change

- Each person is unique in how they react and respond to change. We must acknowledge this.
- Typical reactions include:
 - I am not doing that
 - I might do that but I need to understand why
 - I welcome the change, it's needed

Don't ignore resistance. Listen, discuss and coach

The path from resistance to acceptance can be anything from slow to fast.



The People Side of Change

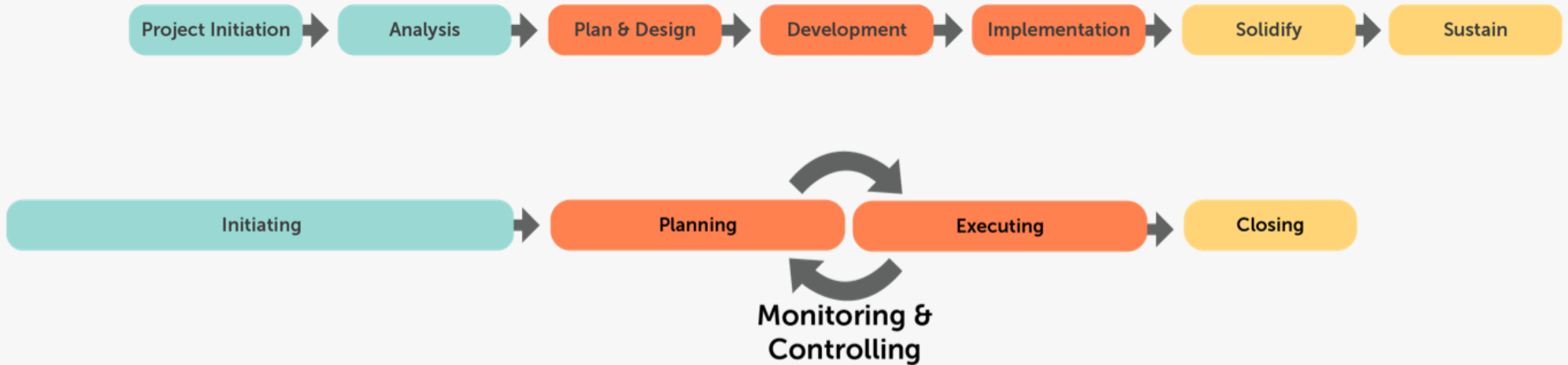
“ME” issues preoccupy employees at all levels

- If I ignore this, will it go away?
- Will my responsibilities / role change? - I like my current role
- Will I have to upgrade my skills? – I hate computers
- WIIFM?

People are most willing to support a change when it will benefit them in some way. Or at least they see an organizational benefit.



Making the Change



Managing the Change





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