

# PRISM

science behind change management



**“The road to success is not only marked by hard work, but your ability to rapidly identify change, and your agility to adopt to change faster than your competitors.”**



## PRISM® as a SaaS based solution.

PRISM® has been developed with one thing in mind, to become the best change management SaaS (Software as a Service) platform.

Not only a subscription based application through cloud technology, but also enabling personalization of individual roles and providing easy access to the entire solution; anytime, anywhere.

In today's challenging and developing business world, organizational competitiveness is driving unprecedented change and disruption. Businesses are left with facing a stark choice, either embrace the accelerated pace of change or risk succumbing to it.

More and more organizations are turning to SaaS based solutions, Office 365, Google G Suite, Salesforce, SAP Concur and Zoom are just some of the many applications available through a SaaS based model.

### Benefits of PRISM® SaaS platform

#### 1. Reduced time to benefit

Software as a service SaaS differs from traditional models because the software (application) is already installed and configured. Simply login and access the technology.

#### 2. Lower costs

Our SaaS platform is very scalable. It provides beneficial cost savings as its located in a shared or dedicated environment. With no hardware costs, support or maintenance fees, its just a software license cost.

#### 3. POC (Proof of concepts)

PRISM® provides its own methodology and comes packed with best in class content, software functionalities and pre-existing working models for your peace of mind. Contact us for your POC, today.

PRISM® provides users 24/7 accessibility to run its platform simply via an internet browser. We securely and routinely save your data as a priority within our cloud based solution, providing you a complete peace of mind.

As technology continues to evolve, SaaS models will as develop accordingly. Simple fact is that out of the box and ready made tools will always have a place in business short and long term strategies.

If you want to:

- Reduce your total cost of ownership
  - Increase return on investment
  - Go from capital expenditure - CapEx to operational experiences - OpEx
- Then contact us today.

Every business goes through change. Organizations are directly, or indirectly, influenced by internal or external factors.

The art of change success, is to manage the change, before it overtakes you.

are just some patterns of business change signals.

Organizations now understand the quicker they respond to the change, the greater chance of success, and moving ahead of their competitors.



Achieving the competitive edge, is about reading the right change signals, being responsive, and adaptable.

A signal change in the world of business may be an event or a trend, that will disrupt, or influence you, or your business.

Customer demand, technology innovation, process transformation, the environment, corporate strategy, or simply a shift in employee behaviour,

Change is never easy, and adoption is sometimes even more challenging.

However, organizations still go ahead with large business transformational changes - to ensure their competitive edge and survival.

To make change simpler to manage, LEAN OCM created PRISM® - The most comprehensive change management methodology, with its own toolkit.

PRISM® methodology emphasizes on five key areas:

**P - PLAN** every change. Never try to shoe horn the change, it usually leads to disaster. Take a step back and look at the bigger picture.

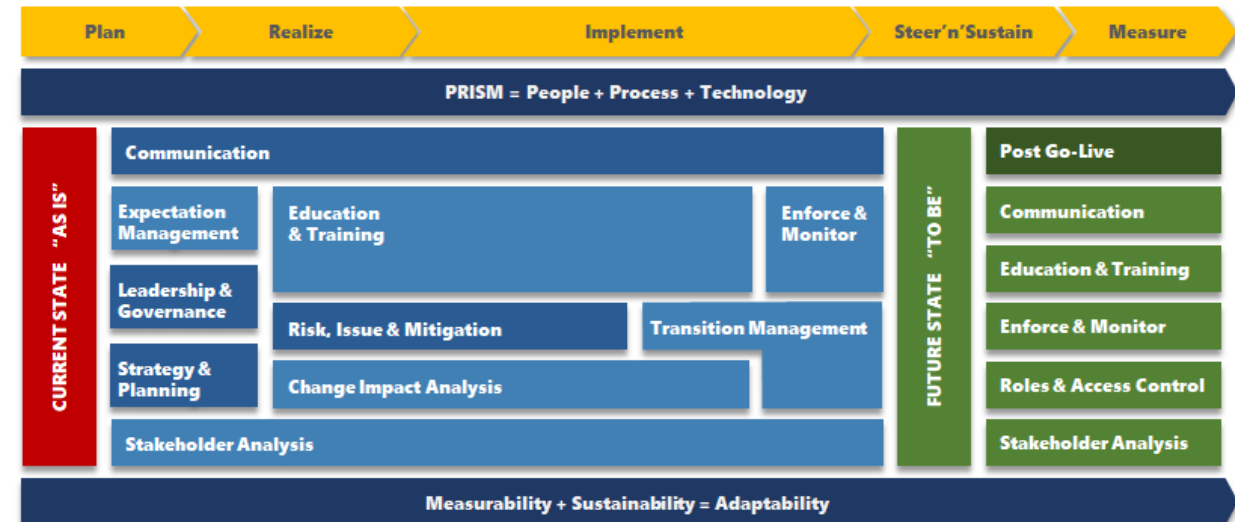
**R - Realize** and analyze the change impact. You may not be able to manage every change, but the changes you take onboard should be acknowledged and deep analysis should be conducted. Log every change and perform an impact and mitigation analysis.

**I - Implement** the change by ensuring each business change has a mitigation and resistance plan. Change is very unpredictable, especially when it comes down to human behaviour.

**S - Steer** your stakeholders to a new norm. Show your stakeholders the light. Impacted user communities must be shown the new way of performing a specific activity. Communicate early, and consistently. Train your users to adopt the change and embrace it as the new norm.

**M - Measure** your change, find out how successful your change really is. Has the change been adopted? What are the KPI's and metrics behind the success or re-alignment needs.

**Contact us for a deeper insight into managing change.**



PRISM® infuses every aspect of change, where people, processes, & technology, are involved or impacted.

The model encompasses every aspect of a change and its journey. From the initial identification of a change, at its current state, till it reaches its final desired state.

They require up to date information on a project, the change status, statistics, challenges, risks and issues, mitigation actions and a lot more. Days of long-winded newsletters are seldom viewed or effective.

Communication of the future must be audience, subject, time & target specific.

Stakeholders often feel as if they drew the short straw when hopes are not lived up to. PRISM® sets the right tone and guides you on how to set the right expectations.

We'll show you how to begin with initiating the project, designing the change, running pre-project awareness sessions, conducting pre-project training, pre-project assessment and planning for business engagement.

Interventions on leadership and governance are part of the best practice assessments included within the PRISM® toolkit.

Strategies in the form of sample templates will guide you on how to form the right plan for your change project deployment.

Stakeholders are individuals, that are either affected by, or responsible for the outcomes of a project or change initiative. They can be internal, or external to the organization.

Stakeholders provide guidance on the progression of a defined scope of work and are imperative to a project. Stakeholder engagement relies on the contributions of a broad array of perspectives. We'll show you how to get the most out of your stakeholders.

PRISM® provides guidance, working concepts, templates and samples, stakeholder listings, heat map analysis and surveys to ensure real engagement and dashboards for reporting the latest figures.

Logging business changes and impacts are only part of the solution, especially where the change has an integrated affect.

Each change must be examined from its type, its status, priority, reasons of impact and possible resistance to derive a mitigation action plan.

Every change project has deep rooted processes and culture that need to be understood and managed accordingly.

PRISM® focuses on the real impact on business and its stakeholders. It enables a project to analyse the degree of process changes; systems and technology impacts; degree of job role changes; impact on organization restructuring; workload; risks and business interim processes.

If your business is going through change and you want to eliminate the hassle around managing the process, reduce expensive consulting costs and expertise; immediate deployment and faster change adoption, then PRISM® is the way forward.

# “Leaders tend to focus on the desired future state; project teams focus on sharing new ideas; end users focus on the why, when, who, where, what & how.”

Each building block represents a change intervention within the PRISM® change methodology. To ensure change is a success, certain change management deliverables must be produced to reach the required result.

Communication is one such intervention where stakeholders, project leaders, and senior management, are constantly in the need of better preparedness.

No single communication medium is ever sufficient. That's why our change management toolkit provides a change, training and communication management strategy that can be tailored to suit your project needs.

One of the critical factors on projects, and especially where change management is involved, is to set the right expectations.

**“The days of one off  
change management  
initiatives are over.**

**Rather than tackle  
organizational change  
management with an  
end in mind,  
organizations must now  
exist in an environment  
of persistent flux.”**

Reported by CIO 2021

# Plan

**Allow teams to integrate and kick off the project; understand the project needs and work in synergy to create a comprehensive change management plan.**

**“Tap into the power of your network; create an environment to innovate and unleash your team’s potential.”**

Change management success is typically down to planning. Most change initiatives fall flat due to the lack of planning, awareness, drive or urgency.

Organizations need to divert more time and effort in preparing the teams and the organization for the new norm.

With some thoughtful actions that introduce a clear strategy, vision for change and support, it is very possible to increase positive awareness, better preparedness, synergy and buy-in.

Change comes in many forms:

- Reactive
- Organizational
- Transformational
- Behavioural
- Strategic
- Operational
- Incremental

Features provided within the PRISM® Planning module:

- Project Kick Off
- Project Assessment
- Designing The Change
- Pre-Project Awareness
- Planning & Readiness
- What is Change Management
- Who's Who
- Change Terms & Acronyms
- Timeline & Milestones
- Sponsorship Questions
- Change Strategy
- Training Strategy
- Communication Strategy
- Project Reporting
- Communication Samples

The **stronger** the case for change, the **faster** the adoption and **minimum** resistance. **Plan Perfectly.**

**70%**

Change programs fail to achieve their goals, largely due to employee resistance and lack of management support.

Reported by McKinsey 2019



# Realize

Realization looks deeper into the methodologies and strategies – from identification and classification to mitigation.

The realize module allows you to conduct a change readiness assessment to vet the level of preparedness of an organization to undergo a major change or significant project.

This readiness assessment provides knowledge and assurance metrics over the project lifecycle and a snapshot comparing each project phase readiness compared to the previous and projected phases.

Whether you're confident about your change management project or you have concerns, conduct a project preventative health check and discover which key areas require immediate attention.

Identify and manage your stakeholders to ensure meaningful engagement takes place. Stakeholder engagement will help your organization to proactively consider the needs and desires of anyone who has a stake in the organization. This, in return, builds trust, confidence and buy-in.

We'll show you how to create your own change agent network. A powerful process of creating an extended change management team. The change agents are also the future of organizational change management through sustainability. A change agent network can mean the difference between success and failure for a change.

Our change impact analysis is our most powerful tool within our suite. Conduct meetings; take notes; log your identified business changes and assign detailed information about each respective change.

Identify impacted stakeholders; define the critical impacts; detail the mitigation actions and escalations to a change control board, and a lot more.

Auto generation of a change impact heat map provides insight into critical changes that require immediate execution, delivery or escalation.

Use PRISM® to develop a change management canvas within your organization or project to carry out changes in a systematic way that incorporates stakeholders, their interests, goals, and priorities.

A number of change management dashboards are a standard feature,

providing charts, key performance indicators and a collaboration tool are all part of the solution provided within PRISM®.

Projects are full of risks, and change management projects are no exception.

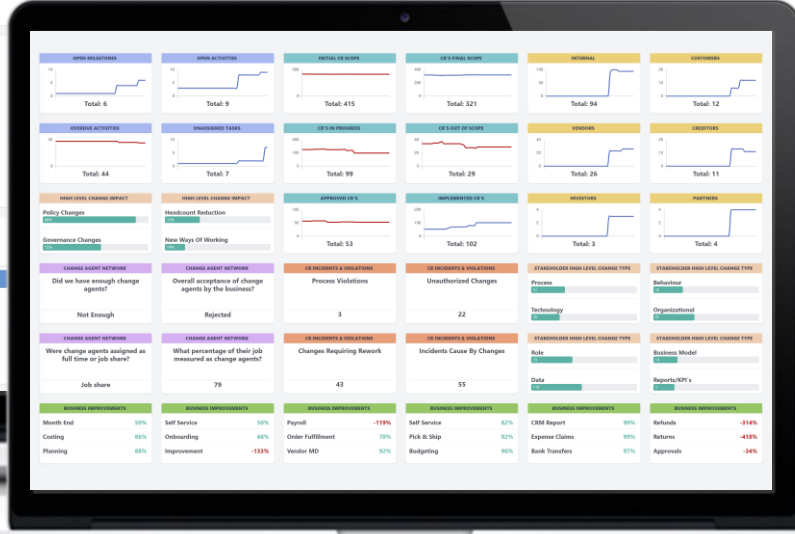
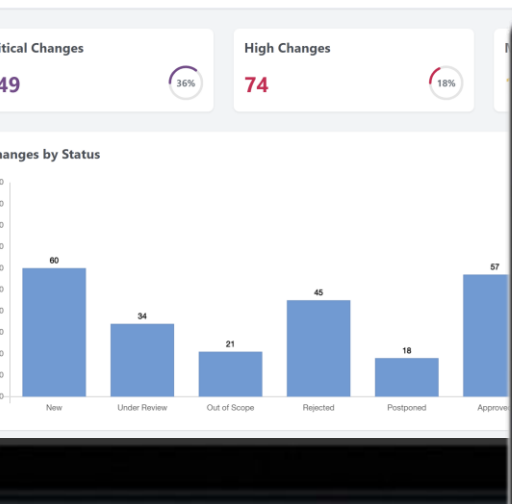
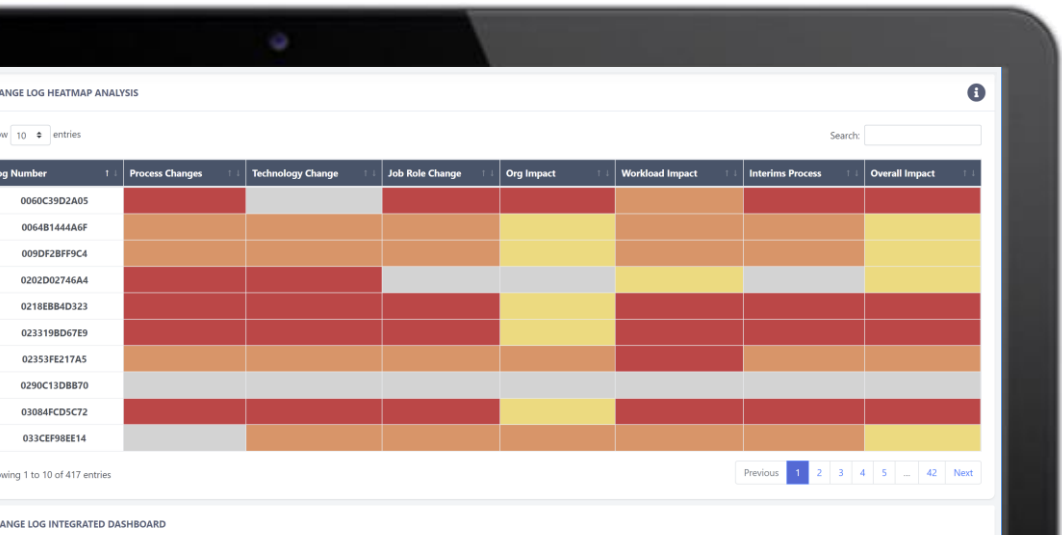
PRISM® risk matrix has been designed to calculate risks with 5 categories for likelihood and severity with a fully integrated dashboard.

Create communication plans and build relationships between audiences, messages, channels, activities and timeframe.

Features within Realization module:

- Project Plan & Best Practice Roadmap
- Change Readiness & Dashboard
- Sponsorship Roadmap
- Change Management Deliverables
- Project Health Check
- Stakeholder Register, Engagement, Analysis & Heat Map
- Change Agent Network & Onboarding
- Change Impact Analysis
- Change Impact & Mitigation
- RAID & Risks Matrix
- Communication Plan
- Course Outline Template
- Training Curriculum





PRISM provides

✓ 7 dashboards

✓ 4 heat maps

✓ 59 charts

✓ 100+ KPI's

built as standard features across all modules.

# Implement

This phase strives to reach an agreement, design and validation of the change with a desired mitigation plan and focusing on delivering the change.

All 5W's and 1H need to be addressed to ensure no part of the change, risk, issue and mitigation is left out.

Why – is it changing?  
 What – is changing?  
 When – is it going to change?  
 Where – is it changing?  
 Who – is the change impacting?  
 How – is the change to be mitigated?

Business changes should be risk and mitigation managed, with possible workaround solutions if deemed necessary.

Not sure about which change to prioritize? We'll show you how to use the MoSCoW prioritization technique. It's a popular method for managing business or change management requirements.

A powerful but simple tool to bring about change ranking.

If your change initiatives require more than communication, start building your training assets – from courses, trainers, training rooms, training content and schedule an entire training plan within a single module.

Need a tool to conduct an end user role to course mapping? Look no further, we have the exactly what you need.

Our TNA (training need analysis) maps users to courses, and provides metric insights into effective user to course utilization.

Features within Implement module:

- Training Home (Training Assets)
- MoSCoW Prioritization
- Training Content Development Plan
- Training Content Review Process
- Training Content Approval Process
- Training Content Sign-off
- Training Instructor Tips
- Training Logistics Checklist
- End User Training Needs Analysis
- End User Training Schedule
- Training Assessment
- Training Attendance Register

Our training content development tool assists in managing the entire training content development cycle; peer to peer review and business approval process.

See the effectiveness of your training program with PRISM®'s attendance register; course assessment and trainer and trainee assessment.

“There is nothing more **difficult**, more **perilous**, or more **uncertain** of its success than to introduce a new way of working.”

Don't let **stress become a hallmark** of an employee model.

Manage your change, **before it manages you!**



# Steer & Sustain

**“We are still slaves to the routines and working practices established by a previous generation of workers.”**

During the Steer phase, recommendations are to perform awareness campaigns and to ensure business leaders have created an urgency for change with employees.

User adoption is encouraged or enforced by the direct involvement and communication of line and senior management.

With change model/s deployed, laser focus is on the business users to adopt the new norm and access to legacy, or old ways of working are closed off.

Readiness assessments, surveys and additional training can be conducted to root out pockets of resistance.

Preparation around capturing pre go-live KPI's for the measurability in the final phase starts here.

Organizational success is the cumulative result of successful individual transitions. In order to assess change management effectiveness, you need to focus on measuring the success of individual transitions in response to a change.

Project team morale is always high on the agenda to ensure momentum keeps going until the project ends.

We truly believe some of the ice breakers and team building techniques will keep the team synergized.

The knowledge Hub is a great asset within PRISM® to store all types of project documentation for teams to collaborate and keep them informed.

Steer and Sustain module includes:

- Change Resistance Plan
- Change & Transition
- Change & Measurability
- Ice Breakers
- Team Building
- Hints, Tips and Quotes



**“Key measure of success is driven by real data.”**

**What's your data telling you about your change initiative?**

# Measure

At PRISM®, we strongly believe in metrics reporting within a project lifecycle. Comparing actual data as soon as it's available, to projected goals or objectives is paramount.

It is only with such visibility can a project ensure alignment or re-adjustment if and where necessary.

Eliminate human biases by practicing data driven decisions.

PRISM® gives you the ability to base decisions on solid data rather than gut feelings.

Get a single snapshot of all your identified business changes and track their progress until each change is implemented, and the impact mitigated.

Our change management metrics provide data into the real scope of change and compares the status of each change business change & its trajectory.

PRISM® provides deep insight into the performance of the project; milestone and task related analytics; whilst simultaneously measuring the performance of the team.

Report on how well your change agent network performed and their acceptance by the business.

Considering the diverse needs and motivations of all your stakeholders greatly improves your ability to manage your team with the metrics indicators.

Plan a more meaningful engagement with assigning the correct budget for communication and training, and track the progress.

“Link your business metrics to your change metrics.”

Let your change management metrics be the key indicator to your business readiness and the final gate to change adoption.

Some of our metrics:

- Project Metrics
- Change Management Metrics
- Stakeholder Metrics
- High Level Change Impact Metrics
- Change Agent Metrics
- Change Requests & Violations
- Stakeholder High Level Change Type
- Business Improvement Metrics
- Training Budget Metrics
- Training User Cost & Time Metrics
- Course Level Metrics
- Training Content Metrics
- Trainer & Trainee Assessment Metrics
- Course Delivery Style Metrics
- eLearning Metrics
- Training Resource Utilization Metrics

PRISM® measurability module provides a standard 75 integrated key measurables that update as your project progresses through its lifecycle.

Beyond that, we've provided our users the ability to create 50+ change and training metrics to compare pre, and post, change implementation data.

We go beyond the usual change management methodology. “We look into the real science behind change.”

Can you measure your  
**change effectiveness?**

Do you have data metrics to  
back-up your **progress** and  
**highlight key areas?**

Can you demonstrate the  
**value add?**

If not, let PRISM® **do this** and  
a lot **more.**





For more information on  
PRISM®

**Contact us at**

**[info@leanocm.com](mailto:info@leanocm.com)**

**23 International House  
Constance Street.  
London E16 2DQ.  
United Kingdom.**



