

PROGRAM MANAGEMENT SERVICES

6.2 Organizational Change Management

DTI change management services provide organizational readiness consultation. The outcome is to minimize the cultural impact of major project implementations and or business process reengineering on the user community. As part of the overall change management initiative, services may include Myers Briggs Type Indicator and Emotional Intelligence education and or testing, change management education, and consulting.

List of services

- 1 Organizational Change Management Services

1. Organizational Change Management (OCM) Services

Service Description – DTI provides organizational [Change Management](#) services as part of overall services for projects managed by DTI's PMO. In addition, for new IT projects that are not managed by DTI PMO, or for projects where current business processes are being reengineered or optimized in preparation for new technology, DTI provides the following services:

- Change & organization assessment
- Communication planning
- Resistance planning
- Change Management education
- Readiness preparation
- Tracking and reporting
- Transition

Features / Benefits / Costs – The completion of organizational change management and readiness plans are critical to the success of information technology projects. You must manage the 'people side' of the project to ensure proper preparation of the end user. Best Practices in [Change Management](#) help to increase the project success by improving customer acceptance.

How to request services – For ongoing IT projects, contact your DTI Change Management Specialist. For new projects, or assistance with acquiring change management resources, contact your [*Customer Relationship Specialist](#).

Applicable policy / standards – See [DTI Enterprise Standards and Policies](#) on the DTI web site.

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