



Business Change Management Post Deployment Feedback Form

Project Name/Code:	
Date/Time:	
Feedback Facilitator:	
Your Name (optional):	

Your candid response to the following items will provide valuable feedback to the project team regarding how effective we were in how we ‘engaged & communicated’, ‘delivered training’ and ‘supported staff’ during the deployment (‘go-live’) period.

Your feedback will help us identify “What should we keep doing, stop doing and/or start doing?” and thereby improve our approach going forward.

Plus if there is anything further that you feel still needs to be addressed to help ensure a good adoption & up-take of the new solution, we would welcome your ideas & suggestions.

For each item, please select the appropriate check box:

Post Deployment Feedback Question	Not At All 1.	Only Slightly 2.	Neutral/No Opinion 3.	For The Most Part 4.	Very Much So 5.
<p>1. Engagement & Communication</p> <p>In the lead up to the deployment (‘go-live’) period did you feel well informed about the project, for example:</p> <ul style="list-style-type: none"> • Have a clear understanding of the intended benefits the project was seeking to deliver. • What changes the project would introduce to the workplace and how it would affect you. • What training you would receive and when. • What support would be available during the ‘go-live’ period, and where to get further assistance if needed. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Any comments/suggestions for improvements in regards to how the project ‘engaged & communicated’ with staff:</p>					

(PTO - more items on the next page)



Post Deployment Feedback Question	Not At All 1.	Only Slightly 2.	Neutral/No Opinion 3.	For The Most Part 4.	Very Much So 5.
<p>2. Training & Preparation</p> <p>Just prior to the deployment ('go-live') period did you feel well prepared as a result of the training you received, for example:</p> <ul style="list-style-type: none"> • Had received sufficient instructions and guidance. • Had been given enough opportunity to practice what you learnt. • Found the take-away handouts/cheat sheets/user support material useful back on the job. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Any comments/suggestions for improvements in regards to how the project 'delivered training & prepared' staff:</p>					
<p>3. Support</p> <p>During the deployment ('go-live') period did you feel well supported, for example:</p> <ul style="list-style-type: none"> • Had someone checked-in with you to see how you were going with the new solution (during your first few days). • Had ongoing access to someone if/when you had a query or needed some assistance. • Had access to cheat sheets/user support material either hard copy or online. 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Any comments/suggestions for improvements in regards to how the project 'supported' staff:</p>					

(PTO - more items on the next page)



Post Deployment Feedback Question	Poor 1.	Marginal 2.	Neutral/No Opinion 3.	Good 4.	Excellent 5.
<p>4. Overall</p> <p>How would you rate the overall quality of the ‘communications, training & support’ that you received?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Any further comments/suggestions on items that still need to be addressed to help ensure a good adoption & up-take of the new solution and changes that have been introduced (ie. any more training required, or other elements that need to be addressed to enable you to do your job more effectively)?</p>					

Thank-you for your feedback