



The "Engaging, Preparing & Supporting" Model

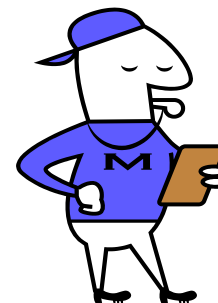
Business User Community



- Online, self-paced training modules (20 mins each).
- Quick Reference Cards.
- Equivalent Function Guides.
- Day 1 Welcome Kit.
- Frequently Asked Questions Handout
- Wall Posters
- Extra Information posted on Intranet (self-serve).

- Communication channel to users.
- Suite of emails in relation to rollout information.
- Provide personal attention to local issues and any data gathering needed for rollout.
- Proactive reminders to assigned staff.
- Level 1 local support during go-live.

Rollout of New Desktop & Office 2007 Suite (incl. new email)



Business Coaches/Champions

- Initial Induction Briefing (Kit).
- Suite of emails in relation to rollout information.
- Early access to online training & cheat sheets.
- Countdown Readiness Checklist.
- Rollout schedule for their area.
- Status reviews with Project Change Mgt Team.
- Support & escalation point back to the Project Change Mgt Team.



Project Change Management Team