Business Applications Solution (BAS) Program
Real Property Change Network Kickoff

UNITED STATES DEPARTMENT OF COMMERCE
OFFICE OF FINANCIAL MANAGEMENT

December 2020
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02 Change Network Overview
03 The Role of the Change Agent
04 Your Role in Deployment
05 Looking Forward
WELCOME AND INTRODUCTION

MEET AND GREET – REAL PROPERTY CHANGE NETWORK (RPCN)

Census Change Agent Membership
Trent Nickels

Real Property Change Champion
Ronette Simpkins

HCHB Change Agent Membership
Cassandra Duncan
Mohamed Balhis

NIST Change Agent Membership
Elaine Oliver
Thi Tran

NOAA Change Agent Membership
Sheryl Donath
Beth Schwartz
CHANGE NETWORK OVERVIEW

WHY USE A CHANGE NETWORK?

**Objectives**
- Gain individual user perceptions
- Accelerate users’ change journey
- Elicit user needs for implementation phase and post Go-Live

**Benefits to Users**
- Provides all users with a voice
- Reduces confusion and uncertainty
- Builds a cadre of BAS SMEs to coach, guide, and support users

**Approach**
- Establish network of liaisons representing like users
- Monitor user change journey
- Provide right message at the right time to the right people
- Elicit user training and post Go-Live needs and activities

**Benefits to BAS**
- Complements other Communication events and activities
- Creates better informed and trained users
- Establishes the foundation and mechanisms for cross-bureau/office collaboration
CHANGE NETWORK OVERVIEW

ACTIVITIES THROUGHOUT PROJECT PHASES

Expand User Engagement - Quarterly
- Timeframe: Now – Post Go-Live
- Proposed Activities:
  - Extended Communications and feedback
  - Pulse Checks – Stakeholder Journey
  - Introduce additional communication avenues

Enhance Sustainment - Monthly to Quarterly
- Timeframe – Post Go-Live
- Proposed Activities:
  - Serve as mentor/coach (BAS SME)
  - Analyze/report common user difficulties
  - Identify opportunities for cross-bureau best practice sharing

Support Implementation - Monthly
- Timeframe: Implementation Phase
- Proposed Activities:
  - Provide examples for training exercises
  - Review training materials
  - Participate in Training as consultant
CHANGE NETWORK OVERVIEW

CHANGE NETWORK STRUCTURE

Change Sponsor
(Andy Blumenthal)

- Who: BAS PMO
- Roles and Responsibilities
  - Champion Change Network and BAS change management initiatives
  - Assist with major issues, problems, and policy conflicts; remove obstacles

Change Champion
(Ronette Simpkins)

- Who: Change Agent Leadership
- Roles and Responsibilities
  - Champions change network activities within organization
  - Identifies change agents
  - Provides resources and support to Change Agents based on Stakeholder readiness

Change Leads
(BAS OCM)

- Who: OCM Team
- Roles and Responsibilities
  - Collaborate with change agents to increase engagement with stakeholders/users
  - Monitor/influence stakeholder journey

Change Agents
(You)

- Who: Selected representatives from the Bureaus/offices to represent individual stakeholder/user groups
- Roles and Responsibilities
  - Act as “voice of the user”
  - Become BAS SME – training and post Go-Live
  - Disseminates community-specific communication
THE ROLE OF THE CHANGE AGENT

You were selected as Change Agents by your management because you...

Are Great At:

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<tr>
<th>Communication</th>
<th>Collaboration</th>
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<td>You demonstrate active listening skills.</td>
<td>You can spread best practices.</td>
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<td>You are respected by your peers.</td>
<td>You demonstrate analytical skills.</td>
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<td>You maintain a positive attitude.</td>
<td>You maintain an open mind.</td>
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<tr>
<td>You can communicate horizontally and vertically in your organizations.</td>
<td>You are a team player.</td>
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Have:

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<tr>
<th>Technical Skills</th>
<th>Coaching Skills</th>
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<td>You have expertise or experience in systems within the current BAS scope.</td>
<td>You demonstrate the ability to coach / mentor your peers.</td>
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The Change Agent role is designed to promote your growth in all of these areas. You don’t need to already be an expert in all of these areas to be a great Change Agent!
YOUR ROLE IN DEPLOYMENT

KEY ACTIVITIES IN YOUR ROLE

Spread Key Information
- Help communicate deployment timelines and key milestones
- Help spread project-critical comms
- Encourage training and engagement event participation

Facilitate User Journey
- Actively elicit your users’ ideas, needs, questions, and concerns
- Collaborate with other Change Agents to improve the journey
- Support user access activities

Build Your Expertise
- Provide input to improve training materials
- Develop system expertise
- Share knowledge with your colleagues

Key ongoing activities will be supported by monthly or as-needed Real Property Change Network sessions.
MOVING FORWARD
WHAT DO YOU NEED FROM US?

What are you hoping we will provide?

Do you have any major concerns at this time?

Do you have any questions about the Change Agent role?

What do you think you will be able to contribute most as a Change Agent?
YOUR ROLE IN DEPLOYMENT
WHAT TO EXPECT EACH MONTH

Notional view of Key Change Network Activities

- Identify communications preferences
- Administer Pulse Survey 1
- Collect current questions and concerns

- Discuss questions and concerns
- Communicate engagement event dates
- Help identify access approvers

- Discuss training involvement
- Discuss testing involvement
- Administer Pulse Survey 2

- Continue training support
- Continue testing support
- Update deployment communications
- Discuss current questions and concerns

- Support training delivery as a SME
- Administer Pulse Survey 3 (post-training)
- Discuss outstanding needs for deployment

- Administer Post-Go-Live Pulse Survey
- Identify opportunities for improvement
- Discuss user experiences
- Identify actions as needed

GO-LIVE

April 26

May and Onward
ACTIVITIES FOR JANUARY

LET’S GET STARTED!

1. Comms Preferences

   What is the best way for you and your users to communicate on a regular basis? Send us a quick email stating your community’s preferences. Examples could be “virtual, no video”, or “mass email”.

COB December 22\textsuperscript{nd}

2. Community Questions and Concerns

   What questions, needs, or concerns have you heard from your users? Compile a list for discussion in our January session. Please send us your list two days in advance of meeting.

Prepared by January RPCN Session

3. Pulse Survey 1

   Pulse Surveys help us hone in on your Change Journey. Please provide your users with the link and encourage full participation. Link: menti.com

Survey Completed by COB December 22\textsuperscript{nd}