Business Applications Solution (BAS) Program - NOAA Change Network

UNITED STATES DEPARTMENT OF COMMERCE
OFFICE OF FINANCIAL MANAGEMENT

08/12/2021
AGENDA

01 Change Network Overview

02 BAS-Specific Activities and Engagement Structure

03 Organizational Structure, Requested Resources, and Time Commitments

04 Next Steps
What is a Change Network? A network of cross-functional stakeholders that promote user readiness for implementation by acting as the “voice of the user”. These agents assess readiness levels and recommend and implement opportunities to promote the sustainable adoption of new systems and ways of working.
Expand User Engagement

- **Proposed Activities:**
  - Extended Communications and feedback
  - Increase awareness levels for upcoming implementation
  - Pulse Checks – Stakeholder Journey

Enhance Sustainment

- **Proposed Activities:**
  - Serve as a local community subject matter expert
  - Analyze/report common user difficulties
  - Identify opportunities for cross-bureau best practice sharing

Support Implementation

- **Proposed Activities:**
  - Support Conference Room Pilot facilitation
  - Gain expertise of BAS technology and business processes
  - Collaborate with Train-the-Trainer resources
**BAS PROGRAM CHANGE NETWORK**

**ROLES AND RESPONSIBILITIES**

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

**Change Agents**
- **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

**Change Champion**
- **Who:** Change Agent Leadership
- **Roles and Responsibilities**
  - Champions change network activities within organization
  - Identifies change agents
  - Removes obstacles as needed within specific area
Agents vs Champions:

- A Change Champion leads a group of Change Agents in a particular area.
- A Change Champion should hold a formal leadership position.
- Champions can help to disseminate key information or ensure the success of Change initiatives.

Considerations:

- Multiple change agents may be needed based on skill set and size of organization.
- Ideal position for expanding strong performers.
- Agents should be end users who are affected by BAS just as much as their peers.

BAS PROGRAM CHANGE NETWORK

KNOWLEDGE, SKILLS, ABILITIES OF A GREAT CHANGE AGENT

<table>
<thead>
<tr>
<th>Communications</th>
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<tbody>
<tr>
<td>❑ Active Listener</td>
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<tr>
<td>❑ Respected by Users</td>
</tr>
<tr>
<td>❑ Access to User Community</td>
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<tr>
<td>❑ Positive</td>
</tr>
<tr>
<td>❑ Ability to communicate horizontally and vertically throughout organization(s)</td>
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<tr>
<th>Collaboration</th>
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<tbody>
<tr>
<td>❑ Ability to proliferate best practices</td>
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<tr>
<td>❑ Analytic skills</td>
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<td>❑ Open minded</td>
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<tr>
<th>Technical</th>
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<tbody>
<tr>
<td>❑ Expertise/experience in systems within BAS scope</td>
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<tr>
<td>❑ Mentor/Coaching skills</td>
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The BAS OCM Team seeks 4 Change Champions and approximately 30-33 Change Agents to represent the areas listed below, in order to ensure proper coverage across all applicable business lines.

Functional scope for Champions and Agents include application functionality, application-specific COTS reporting, EDW reporting, and EDW business intelligence.
**NOAA CHANGE NETWORK**

**THE YEAR AHEAD – REQUESTED TIME COMMITMENTS**

### Key Activities

<table>
<thead>
<tr>
<th>August/September</th>
<th>FY2022 Q1</th>
<th>FY2022 Q2</th>
<th>FY2022 Q3</th>
<th>FY2022 Q4</th>
<th>FY2023 Q1</th>
<th>FY2023 Q2</th>
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<tbody>
<tr>
<td>NOAA Change Network (CN) Kickoff</td>
<td>Monthly NOAA CN Meetings</td>
<td>Monthly NOAA CN Meetings</td>
<td>Monthly NOAA CN Meetings</td>
<td>Monthly NOAA CN Meetings</td>
<td>Quarterly NOAA CN Meeting</td>
<td>Quarterly NOAA CN Meeting (closeout)</td>
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<td>Area meetings as needed</td>
<td>Area meetings as needed</td>
<td>Area meetings as needed</td>
<td>Area meetings as needed</td>
<td>Area meetings as needed</td>
<td>Plan closeout meeting(s) as required</td>
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### Meeting Cadence

- **Monthly NOAA CN Meetings**
- **Area meetings as needed**

### A Peek at Time Commitments

- Agents/Champions will participate in monthly 1-hour syncs during implementation.
- Agents/Champions can expect 0.5 – 1 hour per week for activities and communications.

**Agent / Champion Community Introduction**

- Support Conference Room Pilots (CRP)
- Assess community awareness/readiness levels

**Continue CRP Support**

- Support CRP mapping activities
- Support training development

**Support RBAC mapping activities**

- Provide training logistics support
- Communicate important updates

**Attend training**

- Assess community readiness for Go-Live
- Provide program updates

**Serve as SMEs in communities**

- Provide input for Prod Support
- Assess community adoption of BAS implementation

**Recruit Change Agents and Change Champions**

- Serve as SMEs in individual communities

- Provide input for Prod Support

**Agents/Champions will participate in monthly 1-hour syncs during implementation**

- Agents/Champions can expect 0.5 – 1 hour per week for activities and communications
NOAA CHANGE NETWORK

NEXT STEPS

Identify Candidates
Fill out and return Change Network Participation Submission Form, specific to each of the Areas listed in Slide 7

Confirm Candidates
Confirm Change Agent and Change Champion Representation
Ensure that roles, responsibilities, and expectations are understood by all Change Agents and Change Champions

Get Started
Hold Kickoff with NOAA Change Network
Begin first Change Network effort: Introduce Agents and Champions to individual communities