# AGENDA

**01**    **Change Network Overview**

**02**    **BAS-Specific Activities and Engagement Structure**

**03**    **Organizational Structure, Requested Resources, and Time Commitments**

**04**    **Next Steps**
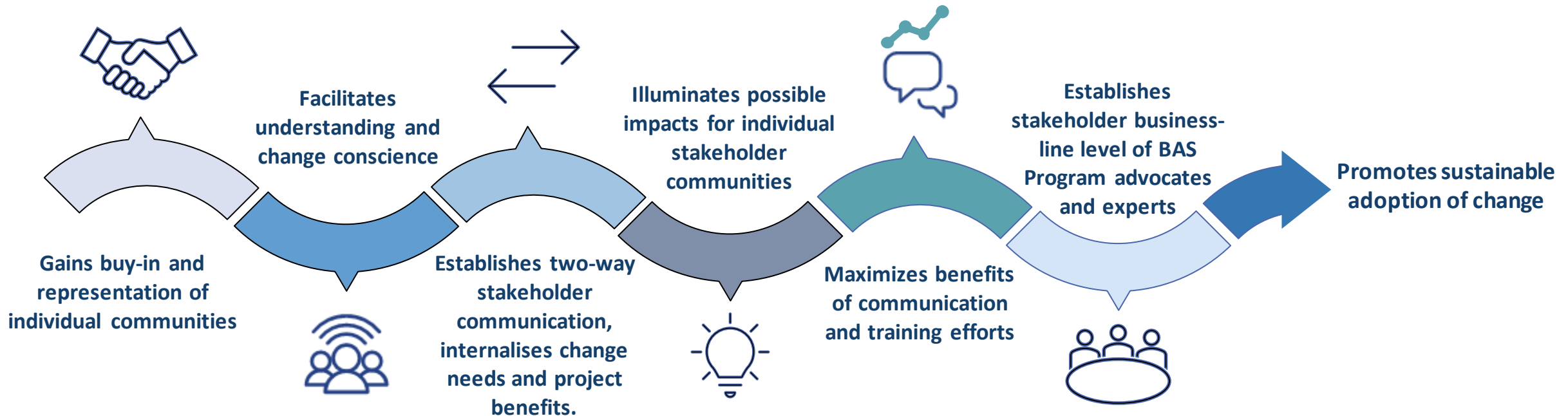
Expected **Structure.** Unexpected **Flexibility.**

**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.



**Gains buy-in and representation of individual communities**

**Facilitates understanding and change conscience**

**Establishes two-way stakeholder communication, internalises change needs and project benefits.**

**Illuminates possible impacts for individual stakeholder communities**

**Maximizes benefits of communication and training efforts**

**Establishes stakeholder business-line level of BAS Program advocates and experts**

**Promotes sustainable adoption of change**

## Expand User Engagement

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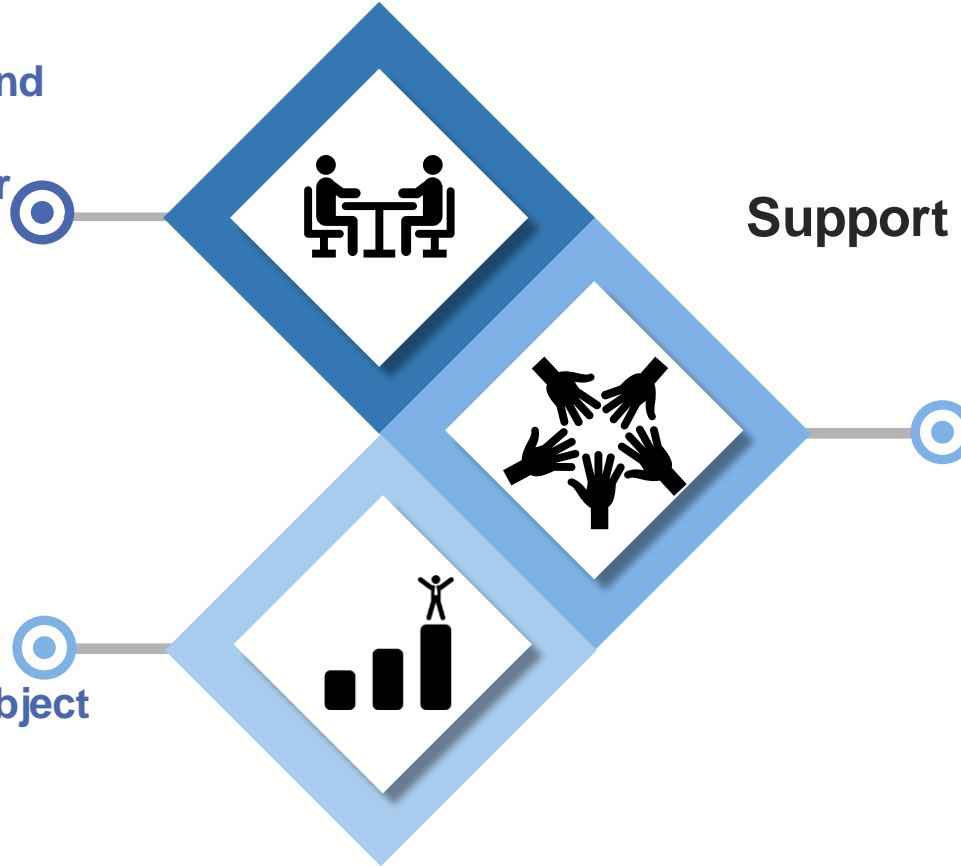
## Support Implementation

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

## 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**

# 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
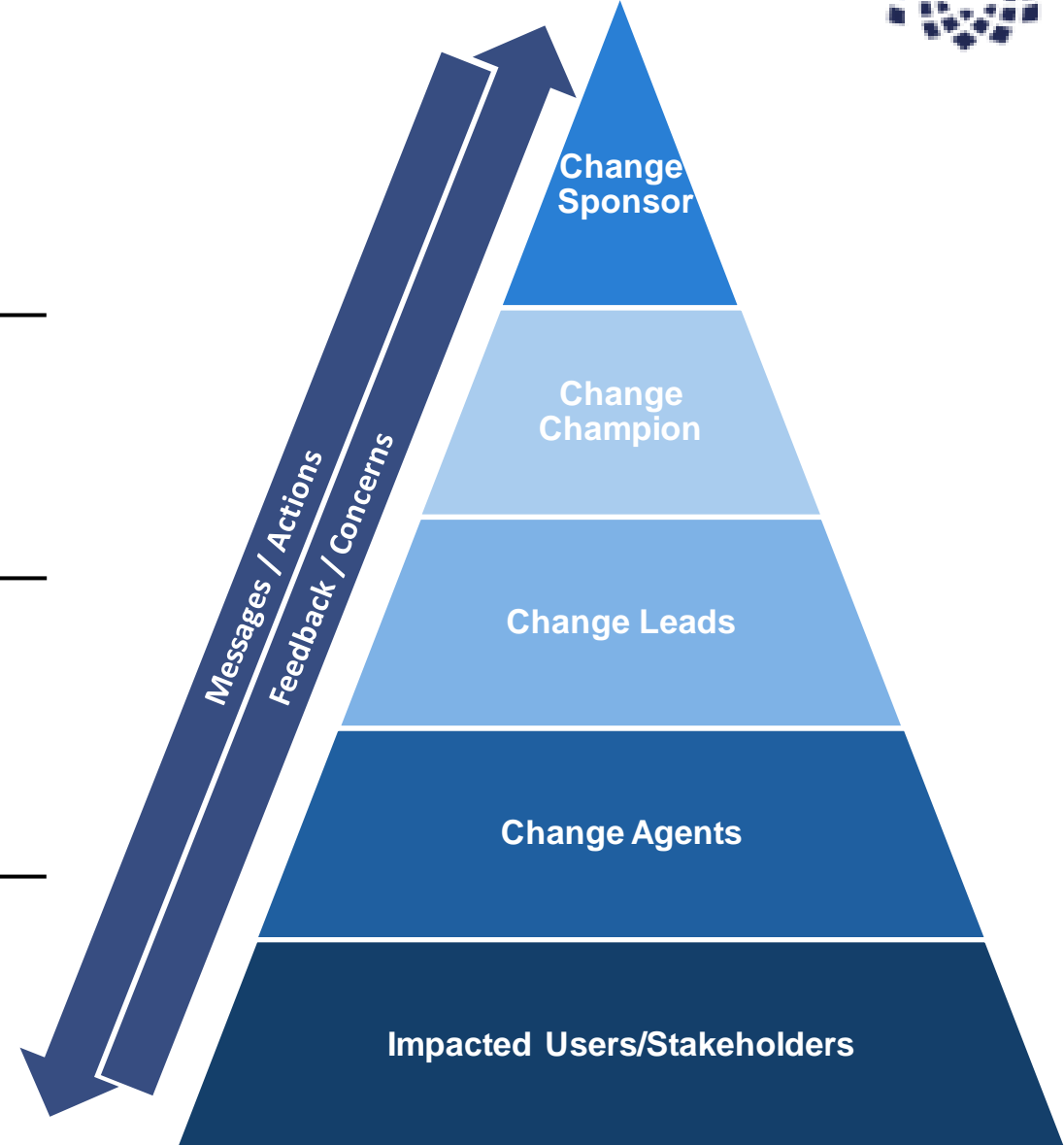  - Monitor/influence stakeholder journey

**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

Messages / Actions
Feedback / Concerns

Change Sponsor
Change Champion
Change Leads
Change Agents
Impacted Users/Stakeholders

# BAS PROGRAM CHANGE NETWORK
## KNOWLEDGE, SKILLS, ABILITIES OF A GREAT CHANGE AGENT

### Communications

- Active Listener
- Respected by Users
- Access to User Community
- Positive
- Ability to communicate horizontally and vertically throughout organization(s)

### Collaboration

- Ability to proliferate best practices
- Analytic skills
- Open minded

### Technical

- Expertise/experience in systems within BAS scope
- Mentor/Coaching skills
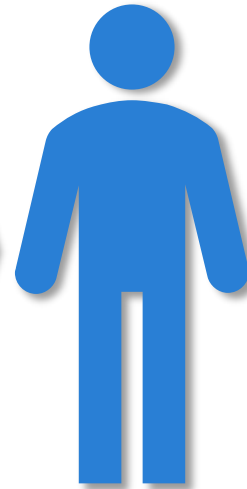
**Considerations:**

- 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.

**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.

# BAS PROGRAM CHANGE NETWORK

## NOAA CHANGE NETWORK – PROPOSED ORG STRUCTURE

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.

### Change Network Membership Legend

- Change Champion
- Change Agent – Serviced Bureau
- Change Agent – Servicing Bureau
- Change Agent – Integration + EDW

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| CORE FINANCE | ACQUISITIONS | PROPERTY (P/R/F) | INTEGRATION & EDW |
|---|---|---|---|
| **Core Finance** | **Acquisitions** | **Property (P/R/F)** | **Integrated Systems & EDW** |
| NESDIS / NWS | NESDIS / NWS | NESDIS / NWS | Partners (Travel, Grants, SmartPay, G-Invoicing, Treasury) |
| NOS / NMFS | NOS / NMFS | NOS / NMFS | Low Impact Systems |
| OMAO / OOAR | OMAO / OOAR | OMAO / OOAR | EDW Feeder Systems |
| Corp Services + Staff | Corp Services + Staff | Corp Services + Staff | EDW Power Users |
| BIS | Enterprise Services | BIS | |
| EDA | BIS | EDA | |
| | EDA | | |

# NOAA CHANGE NETWORK
## THE YEAR AHEAD – REQUESTED TIME COMMITMENTS

BAS

**A Peek at Time Commitments**
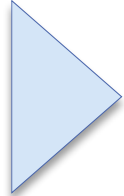
- Agents/Champions will participate in monthly 1-hour syncs during implementation

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

## Key Activities

| August/September | FY2022 Q1 | FY2022 Q2 | FY2022 Q3 | FY2022 Q4 | FY2023 Q1 | FY2023 Q2 |
|---|---|---|---|---|---|---|
| Recruit Change Agents and Change Champions | Agent / Champion Community Introduction<br><br>Support Conference Room Pilots (CRP)<br><br>Assess community awareness/readiness levels | Continue CRP Support<br><br>Support RBAC mapping activities<br><br>Support training development | Support RBAC mapping activities<br><br>Provide training logistics support<br><br>Communicate important updates | Attend training<br><br>Assess community readiness for Go-Live<br><br>Provide program updates | Serve as SMEs in communities<br><br>Provide input for Prod Support<br><br>Assess community adoption of BAS implementation | Serve as SMEs in individual communities<br><br>Provide input for Prod Support |

## Meeting Cadence

| August/September | FY2022 Q1 | FY2022 Q2 | FY2022 Q3 | FY2022 Q4 | FY2023 Q1 | FY2023 Q2 |
|---|---|---|---|---|---|---|
| NOAA Change Network (CN) Kickoff | Monthly NOAA CN Meetings<br><br>Area meetings as needed | Monthly NOAA CN Meetings<br><br>Area meetings as needed | Monthly NOAA CN Meetings<br><br>Area meetings as needed | Monthly NOAA CN Meetings<br><br>Area meetings as needed | Quarterly NOAA CN Meeting<br><br>Plan closeout meeting(s) as required | Quarterly NOAA CN Meeting (closeout) |

# 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