

Implementing a New Learning Platform | Impact Assessment & Process Changes



SITUATION

A large energy company wanted to replace its legacy learning system with a new platform for employees to take courses to keep their credentials current. In such a highly regulated environment, it is mission-critical that energy employees renew their credentials as required by the government to work in a power plant or they could literally be locked out of the facility. The client needed a change management plan to ensure user adoption to the new program.

The new learning platform had the potential to be extremely disruptive to the business and for employees forced to change the way they operate. With the new system, the company's power plant would be integrated with the rest of the company, introducing interdependencies among the various learning systems. The team that manages training for the site would no longer be able to make changes without an evaluation of the potential impact upon all employees. The client needed to fully understand which groups were impacted and how, and then develop a strategy to bring all groups onto the new system.

SOLUTION

SolomonEdwards provided an expert in organizational change management to lead the impact assessment and develop a comprehensive change management plan. The first step was to

engage stakeholders in the groups that were receiving the technology, then map out the current state and impact of the project to each function.

SolomonEdwards interviewed staff to identify the key issues that needed to be addressed in the plan and establish criteria for success metrics. With the issues, goals and outcomes identified, the consultant could develop the change management plan.

RESULTS

SolomonEdwards was able to help the team look cross-functionally at issues and their impacts. With this approach, they identified the business and process changes that needed to occur for the transition to succeed. The consultant then developed a communications and training plan to support each step of the implementation, and drive the required change.

Each key phase had an assessment and metrics to ensure the plan was on track. Once completed, the employees embraced the new training system and were able to benefit from a corporate-wide IT platform that provided more flexibility and growth.



INDUSTRY:
Energy



DEPLOYMENT:
Individual

SERVICES:



Business Transformation
Business Process Improvement
Communications
Training Development & Execution
Project Management
Governance & Regulatory Compliance