

The SAP SuccessFactors change management checklist: Preparing for your deployment

You've chosen SAP SuccessFactors and agree that change management is essential to your deployment's success. We'll show you how to get started. Use this checklist to plan for and achieve the major milestones of your change management program.

PLANNING

- Assemble the change management team (change readiness, engagement, communications and training resources).
- Identify and catalogue risks to adoption, both qualitative and quantitative — what obstacles will you encounter, what might make a “soft landing” challenging to achieve?
- Identify and characterize your stakeholders —what groups need change management support, which individuals can make or break your program?
- Create an overall change management strategy, which includes strategies for change readiness, stakeholder engagement, communications and training.
- Determine how you will measure progress along the way and eventual success.
- Start communicating with HR and finance and bring them into the planning process.
- Create and socialize the change management plan; align with the teams who will make process decisions, configure SAP SuccessFactors and support the new way of working.

DESIGN AND TESTING

- Conduct a thorough change impacts analysis—what is changing that stakeholders will notice, what needs to be called out in communications or training, what might need action or two-way discussion?
- Assemble a trusted and knowledgeable change network to advocate for the changes and roll out the system from within the business.
- Identify communication channels, protocols and major messages.
- Create a detailed communications plan to track development and delivery of communications.
- Begin development of enterprise and targeted communications; integrating with broader, enterprise-wide messages for relevance and impact.
- Organize engagement, two-way dialogue events such as SAP SuccessFactors demonstrations.
- Develop a training strategy—what types of materials are needed, who will be supported and how will you deploy the training?
- Conduct a detailed training needs analysis and create a curriculum plan; design templates for end-user training materials.

3-4 MONTHS FROM GO LIVE

- Develop and execute a readiness assessment (mid-project); pulse check to assess what stakeholders are thinking and feeling and ensure that your actions are effective.
- Engage your key individual stakeholders, leveraging and keeping your champions informed and addressing concerns of those who are not on board.
- Involve your change network in the change management program; use their eyes and ears to ensure that you are on track.
- Begin developing end user training materials (job aids, demos and process training).
- Execute communications, listening to and adapting to feedback.

2-3 MONTHS FROM GO LIVE

- Execute enterprise and targeted communications, leveraging your change network for locally-relevant delivery.
- Outline a roadmap to sustain the change, realize ongoing adoption goals and support future SAP SuccessFactors updates.
- Develop end-user training materials.

1-2 MONTHS FROM GO LIVE

- Execute communications, including preparation of stakeholders for limited transaction windows or pre-go live actions to take.
- Execute a pre-go live readiness assessment and plan to address any gaps in awareness and support.
- Translate training materials as needed and finalize SAP SuccessFactors links/pointers to training.
- Conduct train-the-trainer sessions in preparation for classroom training cascades, where applicable.

0-1 MONTH FROM GO LIVE

- Execute deployment of training to end-user audiences as appropriate (HR, finance, managers and employees).
- Promote SAP SuccessFactors' upcoming launch and reinforce the limited transaction windows in effect.

POST GO LIVE

- Monitor usage of SAP SuccessFactors, requests for support (HR, finance, call centers) and take action where needed.
- Execute a post go-live adoption assessment; assess what actions need to be taken to achieve full adoption targets.
- Celebrate your success!

Interested in learning more about effective change management?

Contact us at successfactors.solutions@alight.com to speak with one of our change management experts.

