



#bitesize webinar

Master Change Management for organizational success

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Image this scenario...

Organization wide migration from Jira to ServiceNow



\$1 million yearly at stake



3rd party integrations



Only 6.5 months



3 continents



Language barrier



54 projects



Agenda

- Overview
- Why Change Management
- Real-world story
- Challenges
- Solution
- Outcome
- Summary



Overview



Change Management is the process of guiding an organization through significant transitions, such as implementing new strategies, technologies, or processes. It involves planning, implementing, and monitoring changes to minimize disruption and ensure the successful adoption of change.



Organizational changes

Mergers, acquisitions, restructuring, and more.



Cultural shifts

Changing mindsets, behaviors, and ways of working.



Process improvements

Streamlining workflows, implementing new systems, or optimizing operations.



Technology adoption

Implementing new software, hardware, or digital solutions.

Why Change Management?



Resistance to change

Change resistance due to fear of the **unknown**, loss of **control**, or comfort with the **status quo**.



Poor communication

Poor communication can lead to **misunderstandings**, **rumors**, and a **lack of buy-in** from employees.



Poor sustenance

Well-planned changes can fail if they are not implemented **effectively** and followed through to completion.



Lack of engagement

When employees aren't engaged in the change process, they might feel **disconnected** and **less committed** to the initiative's success.



Unclear vision

Creates **uncertainty** about **direction** and **purpose** of the change initiative.

Real-world story



The customer

A personal care behemoth – product lines include hair, skin, make-up and perfumes

Euro 40+ billion annual revenue

50+ projects in scope

USD 1+ million per year as stake



Business challenges

- **Low buy-in** for migration of tool even though plan in place
- **Significant cost implications** if initiative not completed on time
- **No standardized tracking mechanism** across projects
- **Poor collaboration** between Business and IT
- Spanning across **3 continents**

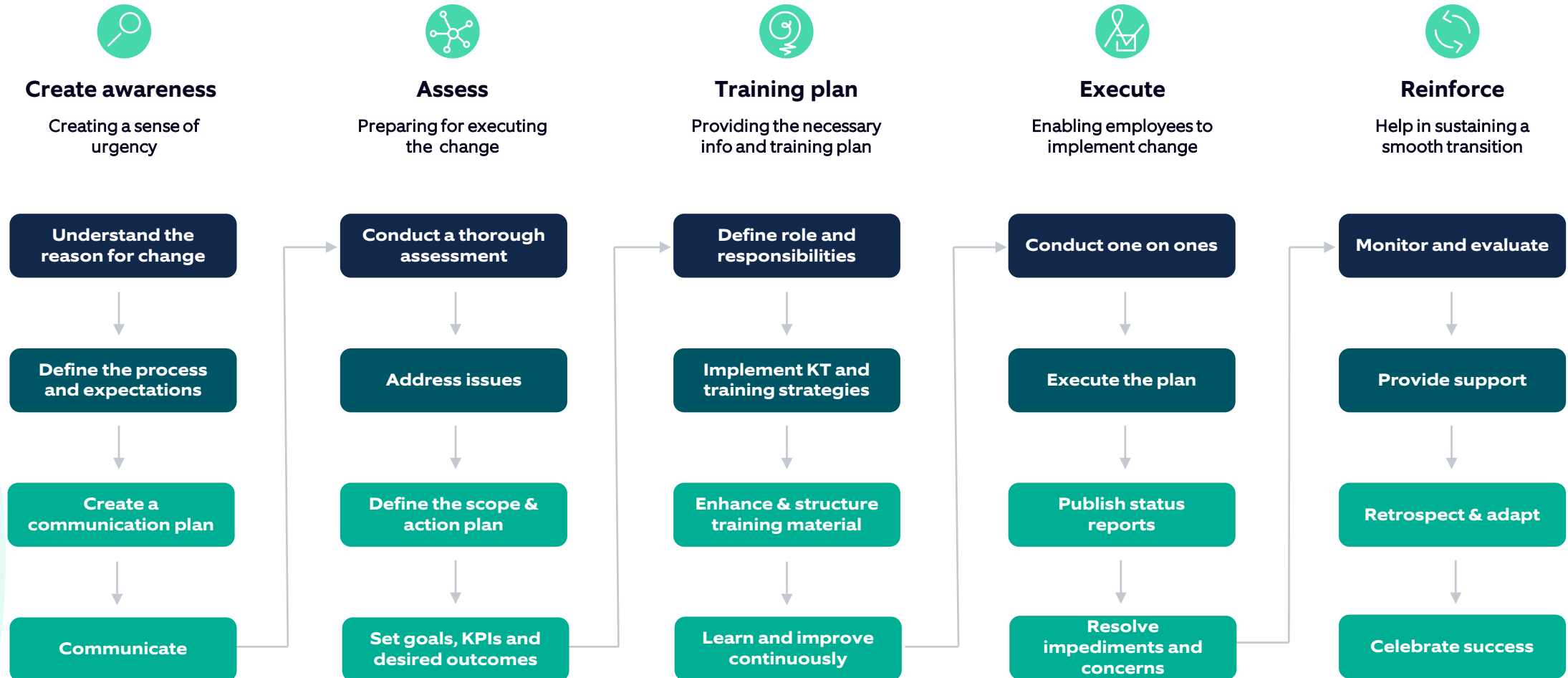
Real-world story



Implementation Challenges

- Majority of the teams were comfortable working on Jira for many years
- New to ServiceNow
- Pushback from the teams
- Different training and implementation needs
- Misalignment between global migration standards and regional requirements
- Cultural challenges
- Challenges in securing time and engagement from teams
- Challenges in collaboration with various support teams

Change Management framework - CATER



Lessons learned



What should we keep doing

1. Detailed interview sessions with the project stakeholders
2. BRD documents were created for the sign off
3. Regular sync-up between all the J2S migration team members
4. Technical support by the zone IT team members on training
5. Migration layout defined by the global team



What should we stop doing

1. Modify the layout of the defined migration progress
2. Drastically change the migration deadlines and the process for a few projects
3. Change the original scope of migration
4. Repetitive discussions or training for the same set of people



What should we start doing

1. Publish the scope and deadlines of migration clearly for all the project stakeholders
2. Create a list of PoCs like ITBM, Security, etc.
3. Publish overall status regularly for all the stakeholders with risks and blockers
4. Important features like Git Hub integration and confluence integration should be figured out earlier and should be investigated at an early stage
5. Creation of user guide or relevant training material at an initial stage
6. Project teams should be involved fully during the migration

Key principles

**Iterative
approach**

**Human-
centric focus**

**Structured
communication**

**Leadership
involvement**

Organization-wide change



Summary

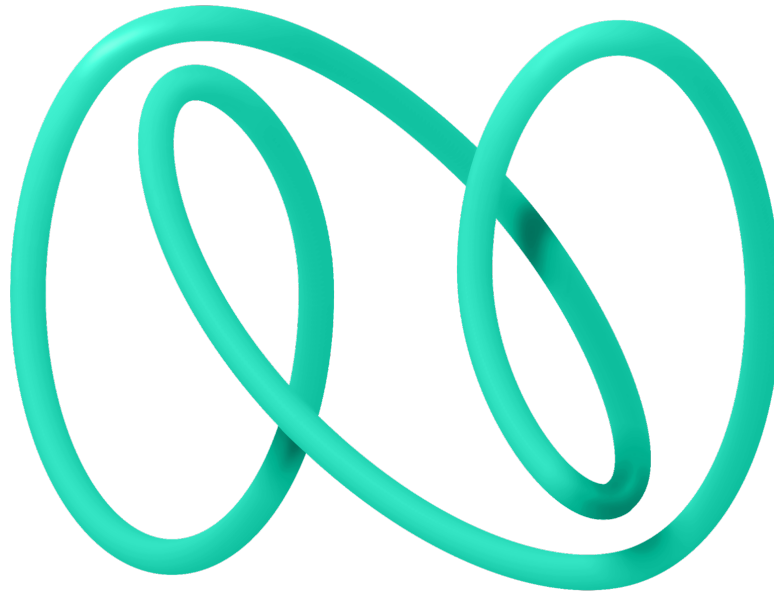
Business outcome	Description
Improved ROI	Multi million dollars saved by migrating to ServiceNow
Increased engagement	Harmonized interactions and interfaces with the business
Faster time to market	Standard for global governance, KPIs, single source of truth, at scale
Improved quality	End-to-end tracking from ideas/demands through BUILD to RUN

And the journey continues...

- Code repository, confluence, test management and other integration requirements of teams
- Minimal use of few important ServiceNow capabilities
- Apple to apple comparison

Thank you

Helping unleash enterprise
agility at your workplace



Solutions we offer



- **Active coaching**
- Curated programs
- Leadership training
- Team level training
- Lifecycle topics (e.g. metrics, estimation)
- **Standard programs (SAFe, DA, LeSS)**

Training & Coaching

Carefully curated programs, conducted by experts, and followed-up with post program support

- **Program visibility & reporting**
- Technical agility
- **Product management**
- **Tooling optimization**
- Team health-check
- Team start-up-kit
- Requirements workshop

Consulting

Specialized and bespoke solutions and advise, to address specific challenges and achieve measurable business outcomes

- Enterprise transformation
- **Scaled agile setup**
- Strategy workshop
- **Agile PMO/CoE setup**
- Organization design
- Value stream mapping
- Contracting (Fixed Price)

- Culture assessment
- Lean portfolio management
- Alignment (OKRs)
- **Business team agility**
- Process tailoring
- Operational agility
- **Metrics selection**

Business Agility

Agility across non-IT teams, helping unleash true Enterprise Agility



Helping unleash Enterprise Agility

For any further questions or support, send an e-mail to agilecoe@nagarro.com or contact

[The Agile Guild \(TAG\) | Groups | LinkedIn](#)

