



Putting the whY Back in IT Communications and Planning

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**THERE ARE TWO THINGS I DON'T
LIKE...**

**CHANGE AND THE WAY THINGS
ARE**

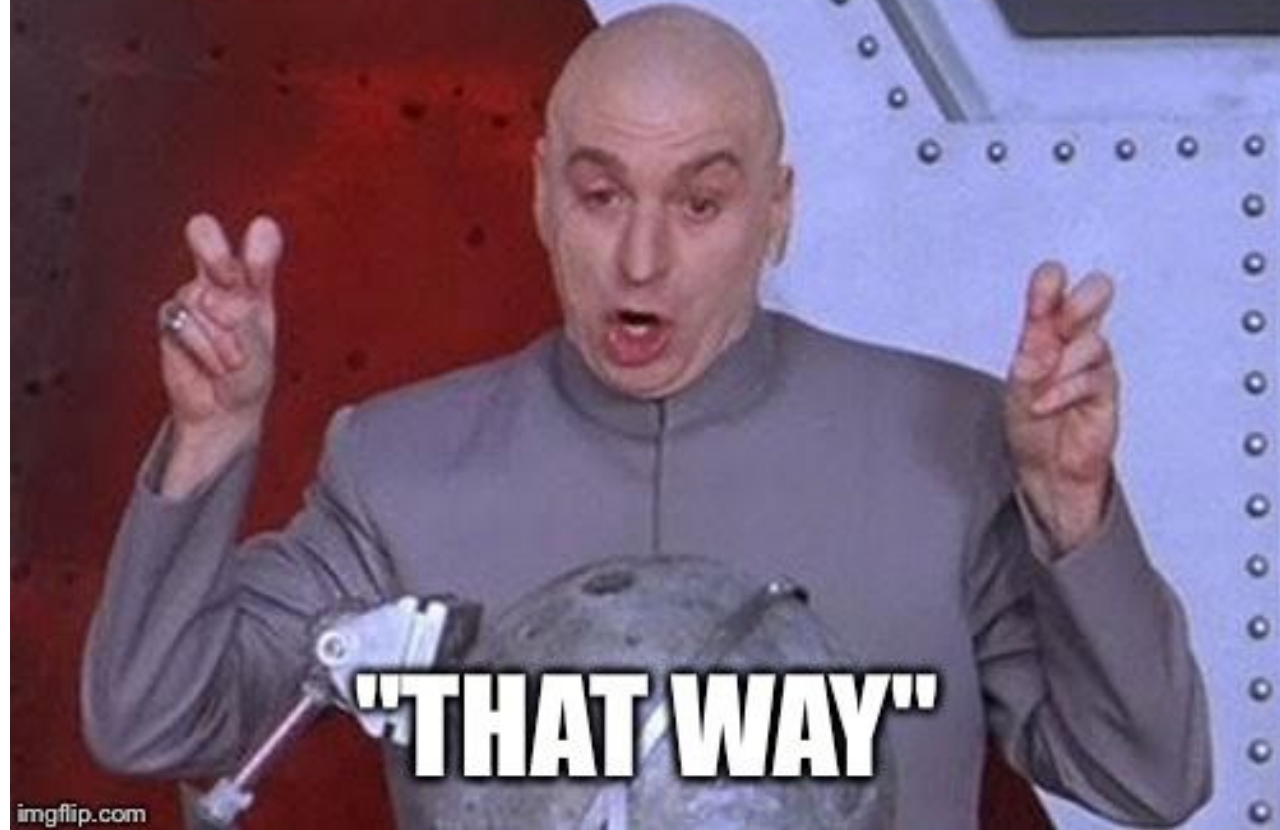
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BECAUSE WE'VE ALWAYS DONE IT



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"THAT WAY"

How Can We Change the Culture?



Communication

- Who
- What
- Where
- When
- How
- whY!
- Personalization

What is Happening at Miami

- Installing a new ERP system
- Implementing new Google storage limits
- Changing to a new Access and Identity management system
- Initiating a new Endpoint Detection and Response system
- Researching a university-wide Customer Relationship Management system

Change Management

Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies. The purpose of change management is to implement strategies for effecting change, controlling change and **helping people to adapt to change**.

Principles of Change

Kotter's eight-step approach:

- **Communicate. Communicate. Communicate.**
Communicating your vision is an important piece of change management. If no one knows what it is or **why it's taking place**, then people start to ignore it; they certainly don't want to be a part of it.

Why the WHY

“Leaders often avoid the why because it tends to be more of an emotional message – and people are less comfortable with those.”

–Bob Kantor

Why the WHY

- Organizations don't change – people do – explaining the why needs to be personalized.
- People don't fear change – people fear the unknown.
- People supporting the change because they feel they have to.
- People supporting the change because they want to.

What's In It For Me?

- Simplify how work gets done.
- Allow for extensive self-service functionality from any digital workspace.
- Streamline and modernize the university's systems and incorporate industry best practice processes while making student, faculty, and staff data more easily accessible than ever before.
- Allow all students, faculty, and staff to view their job-related and educational information.
- Eliminate the need to access multiple systems to get the data many students, faculty, and staff utilize.
- Provide easy access to thousands of standard reports.

Personalization

- Expect to over-communicate
- Be transparent when you don't have all the answers
- Constantly test for shared understanding
- Ensure everyone in the organization is in the loop

How Do You Engage Your Audiences?

- Variety of audiences
- Be aware of each individual project
- Understand how each project will affect them
- Don't get information overload
- Stay away from alphabet soup

What Can We Do?

- Create a home base
- Bring your show on the road
- Provide messages that explain “who” the change is
- Make it fun

Create a Home Base

- Project website or blog site
- Make sure content is fresh
- Show leadership buy-in
- Provide timelines and resources
- Videos and photos

Bring Your Show on the Road

- Road shows
- Go to the source
 - Scheduled team meetings
 - Special organization meetings
 - Student leadership groups
 - Residence hall groups
- Customize the content

Provide “Who” Messaging

- Profile members of the project team
- Focus on leadership buy-in
- Explain what the end result looks like
- Use lots of photos and videos

Provide “Who” Messaging

MIAMI WORKDAY PROGRAM LEADERSHIP

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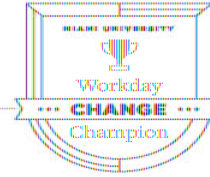


DON KIDD
Testing/Deploy

Make It Fun



More Fun



Workday Kickoff Event

H E V T B V C B G L F B E W P G K J M O A L X A N
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C M W I H J V U I A J S L N M T X T J S J K A G M
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L C M M L A G N C I Y E R B T T R C N E C A Q O O N
A T H Z S B N O C D N U P L D X V Q E R U Z N Y Z P N
X G G A I N N O K V E A Q L D X V Q E R U Z N Y Z P N
I Z B L N Z K V E A Q L D X V Q E R U Z N Y Z P N

Transformational
Employee
Change
Cloud
Processess

Workday
Student
AVAAP
Platform
Finance

Tenant
HCM
ERP
Enjoy

More Fun

Definitions

Workday - Workday is a cloud-based Enterprise Resource Planning

Platform - The Workday Platform is the collection of Financials/HR/ components within the Workday tenant.

Cloud - Systems that are hosted off-site and available via browser as cloud-based systems. Workday is an example of a cloud-based system.

AVAAP - Based in Columbus, OH, Avaap is the Workday Implementation for Miami's implementation. Avaap has been a Workday Certified Implementation since 2015.

Student - Workday Student is designed to serve students, faculty, staff, and parents. It includes modules for Admissions, Financial Aid, Advising, Finance, and Student Records.

Transformational - The Workday system provides Miami the opportunity for major transformational activities surrounding our financial, budgetary, and student processes.

Change - This change to Workday from Banner is significant and transformative for Miami University in some manner.

HCM - Human Capital Management - a component module within the Workday Platform system. This encompasses every action for an employee at Miami from recruitment through retirement.

Finance - A component module within the Workday Platform system that encompasses all of our budgetary and financial transactions and the reporting needs for internal and external uses.

Processes - Business processes in Workday are simply repeatable work actions that are standardized. Examples of Processes include Recruiting, Paying, Reporting, Transacting.

ERP - Enterprise Resource Planning system - such as Banner (migrating from) and Workday (migrating to).

Employee - A person working for the university - otherwise known as "we do this without you." All university employees are an integral component of the Workday implementation effort, whether directly involved, or indirectly involved.

Tenant - This is the term for a single Workday environment consisting of one or more tenants in use. Tenant types typically include Implementation, Preview, Test, and Production.

Enjoy - Enjoy the results of your hard work and dedication with a system that is easy to use!

More Fun



Questions, Ideas, & More Examples

