

# Change Management Advisory

Change management plays a significant role in getting employees to adopt new technology and work in new ways. Set the organization up for success by leveraging Google's best practices and field experience. As a strategic advisor, Google's Change Management Specialist will focus on working with the customer's change team to understand the specific change management requirements of the organization, prepare a customized change management plan, and build sponsorship and support.

## Key Activities

### Kickoff Workshop(s)

Support a planning workshop(s) to kickoff the project, assess the current environment, and begin making recommendations around the critical change management activities, namely sponsorship, organization analysis, communications, and training.

### Sponsorship and Engagement

Help identify influencers within the organization, and advise on the plan for executive and peer-to-peer support networks.

### Training

Advise on the training needs analysis and advise on the training approach that will enable employees to use G Suite and become more productive in their work.

### Organizational Analysis

Advise on best practices to gather insights on user groups, change impacts, and potential watch points, as well as to identify key influencers and use cases.

### Communications

Provide advice on change-related messaging and the communications plan that aligns with the organization's strategic vision.

### Change Management Plan

Based on the above analysis, provide detailed feedback on the change management plan to ensure it is customized to address any potential risks identified, engage employees across all levels of the organization, and increase the speed of adoption.

### Deliverables

Change Plan, including:

- User group and impact analysis
- Change management metrics
- Sponsorship and engagement planning
- Messaging and communications strategy
- Training plan

### Scope and Pricing

- Up to five days engagement (on-site or off-site at Google's discretion) within one month period
- Pricing will be agreed upon by customer and Google and specified in the applicable Ordering Document

**Terms and Conditions:** This datasheet is associated with the following SKU: GAPPS-PROF-SVC-CMAS. The services described in this datasheet are governed by the applicable fully signed Ordering Document and any incorporated terms and conditions.

© 2017 Google Inc. All rights reserved. Google and the Google logo are trademarks of Google Inc. All other company and product names may be trademarks of the respective companies with which they are associated.

Rev: 03/2017-2