



How to Avoid the 87% Failure Rate for Technology Projects



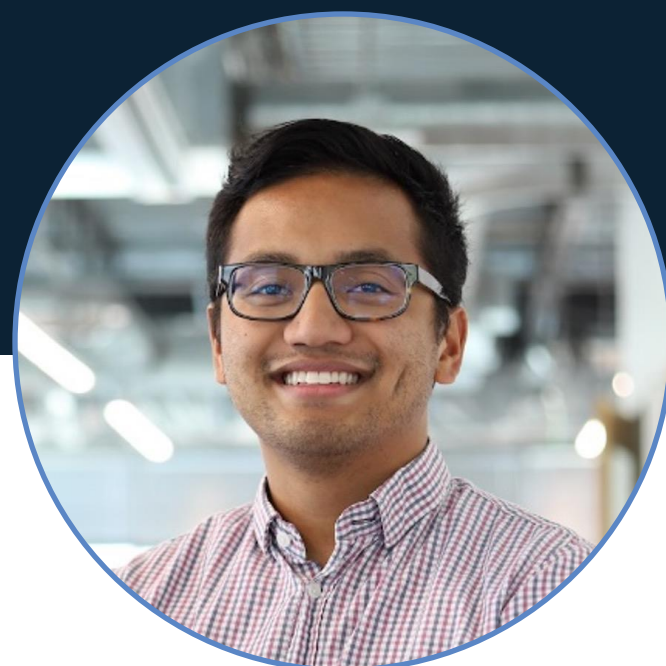


Housekeeping

- Please silence your phones. If you need to take a call, feel free to step outside and come back in.
- Sessions are being recorded and will be available after.
- Please use this QR code to take the session survey before heading to the next session.
- Survey responses get you more entries into the raffle at the end of the day. (prizes included surface headphones, Smart Ray Bans, RayBan Meta Smart Bluetooth Glasses, and lots more).
- Wifi Info: BusinessTechnologySummit
Password: journeyteam!



Presenters



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ADOPTION SPECIALIST



JULIANA HICKEY
ADOPTION & CHANGE
MANAGEMENT DIRECTOR

Executive Summary



Project ROI is dependent on user adoption

Every project stakeholder has a unique journey to navigate through the implementation

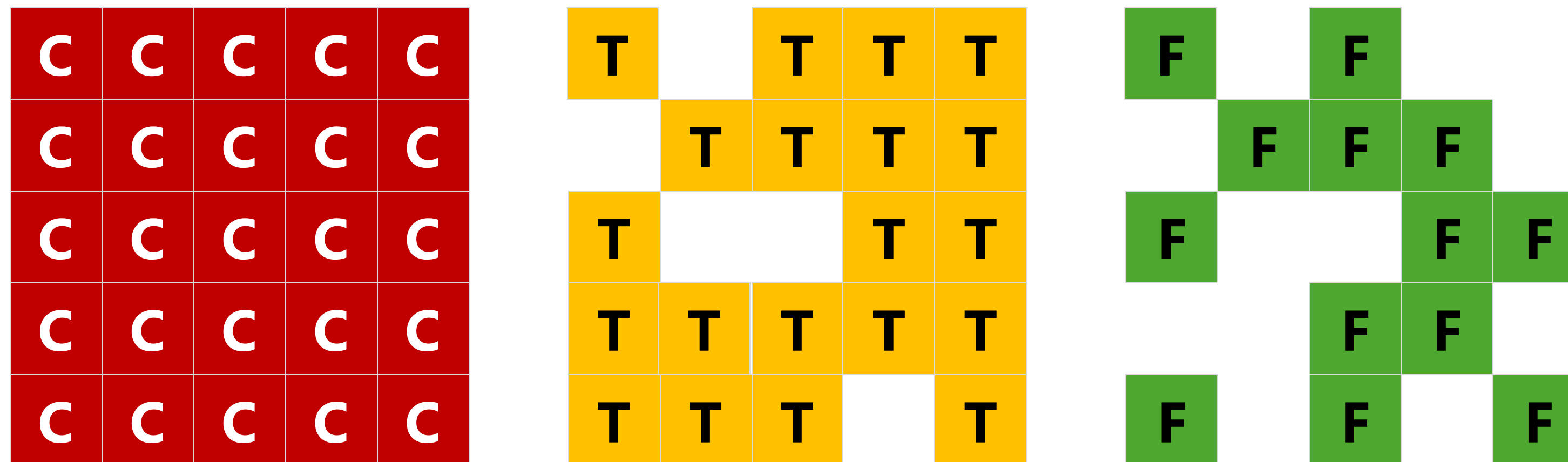
Expanding the user's journey through the implementation will support getting adoption

Change Management supports you in driving adoption

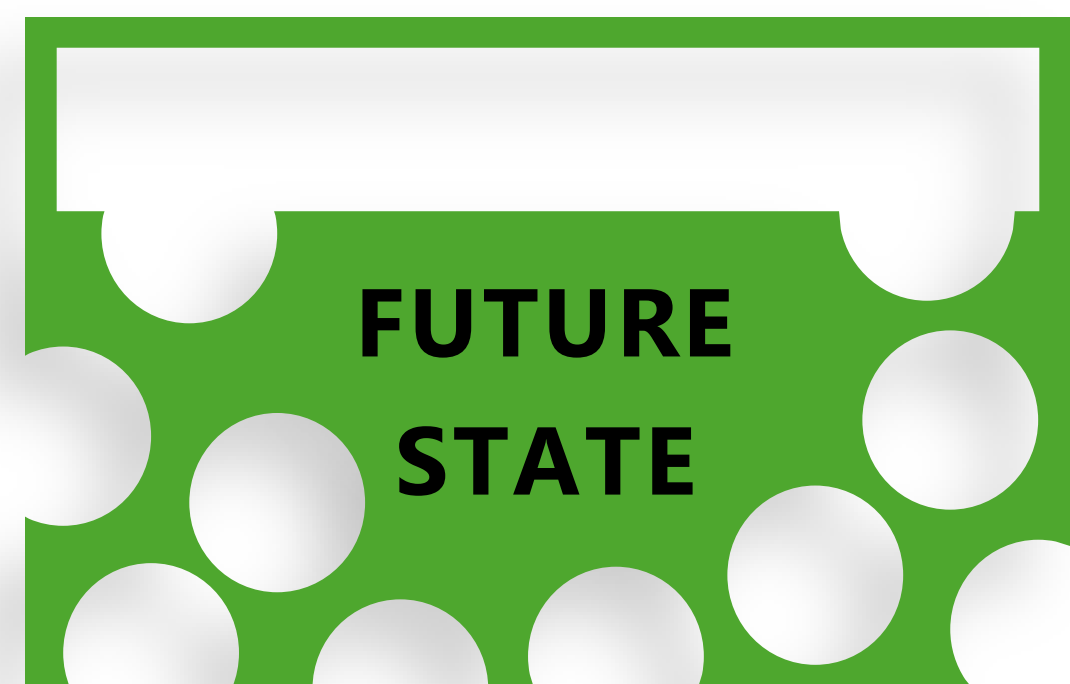
An Organizational Move to a Future State



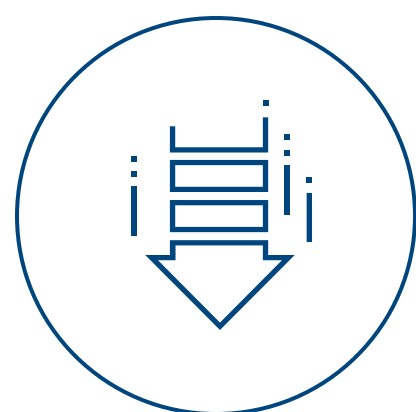
ULTIMATELY REQUIRES INDIVIDUALS TO MOVE FROM THEIR CURRENT TO THEIR FUTURE STATE



Why Is Adoption & Change Management Important?



Instead of



LOWER
ROI



HISTORY OF
FAILED CHANGES



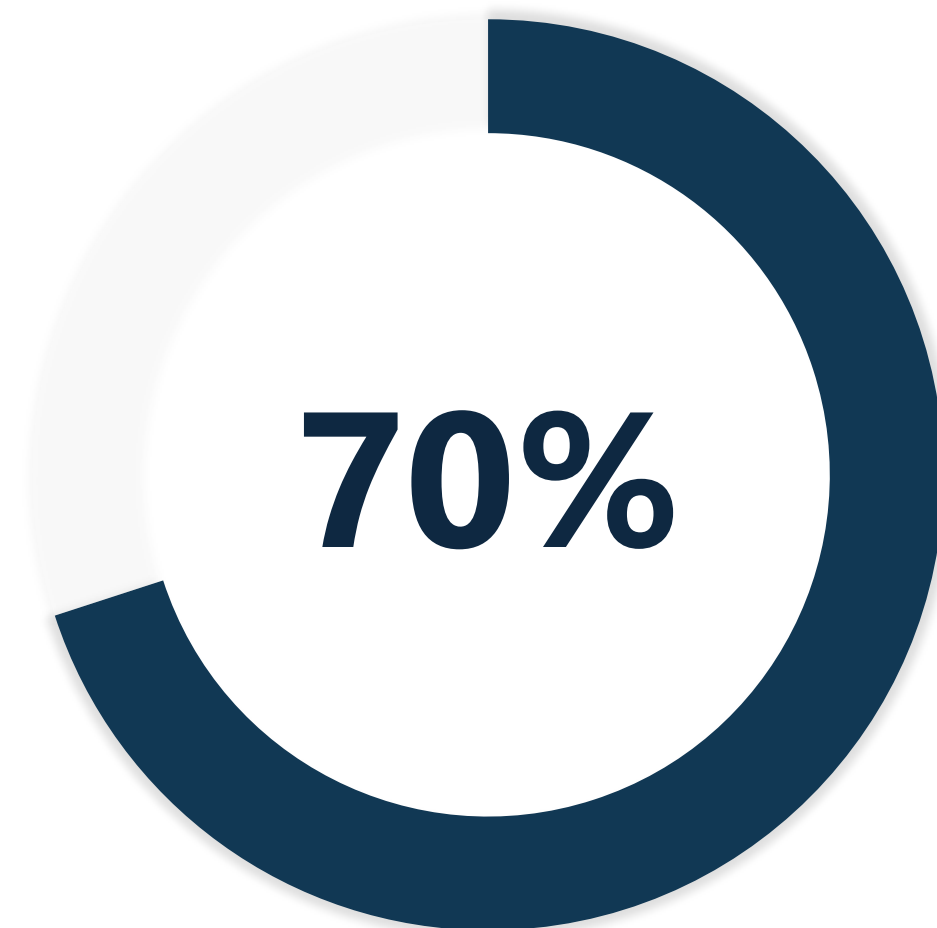
UNACHIEVED
IMPROVEMENT



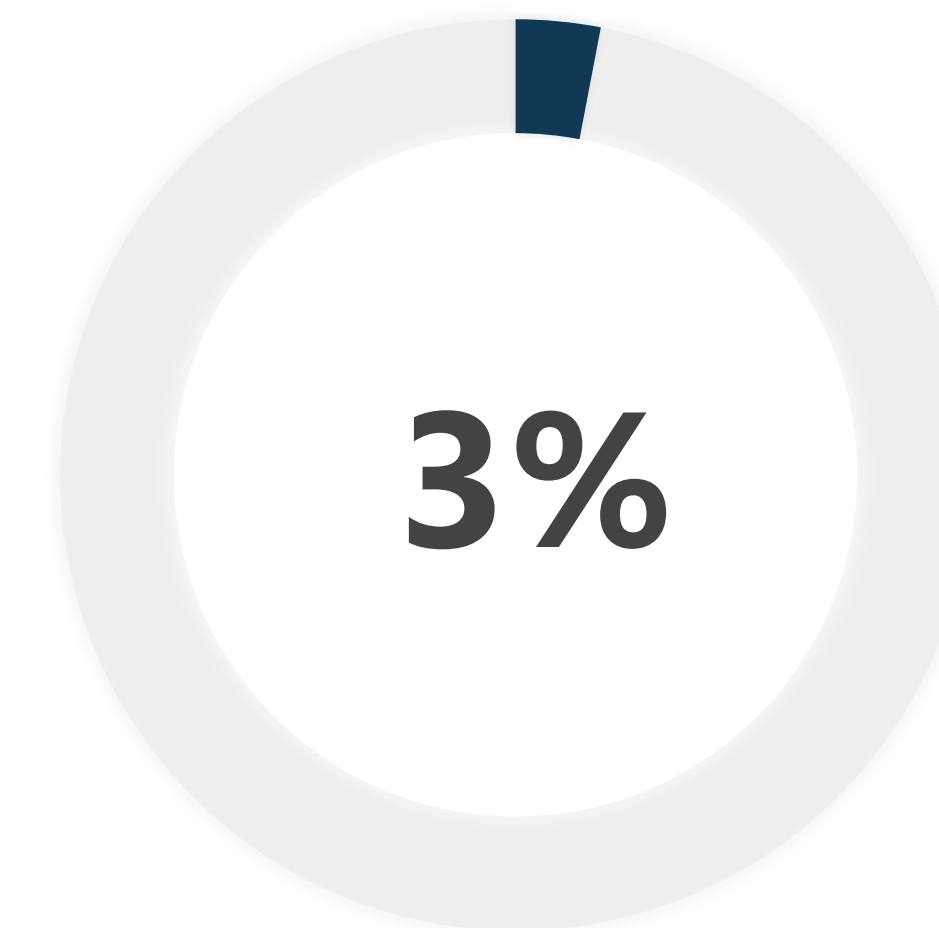
NOT WHAT WE
EXPECTED/HOPED FOR

The Key Question

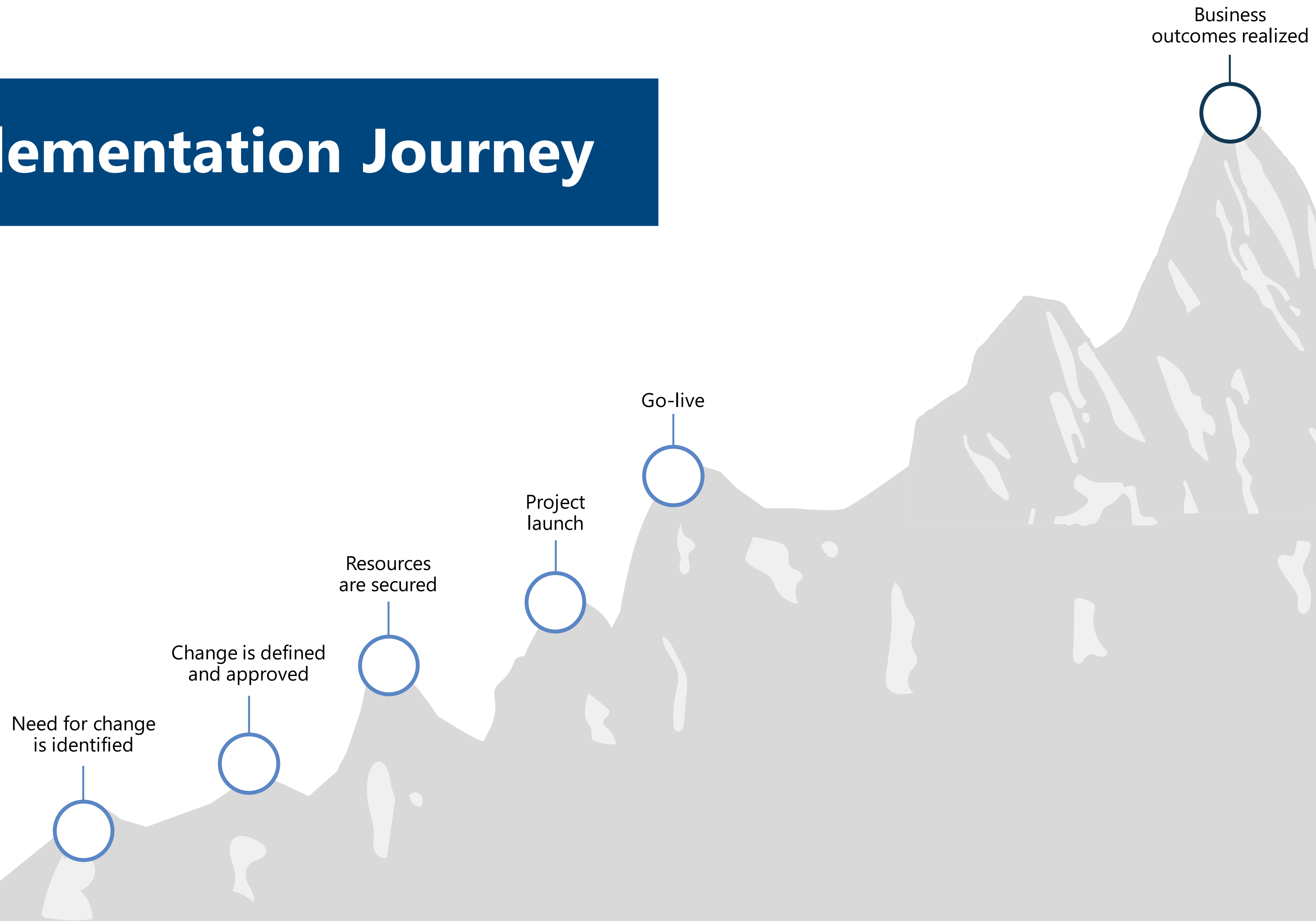
For your project, what percentage of overall results and outcomes **depends** on employee adoption and usage of the change?



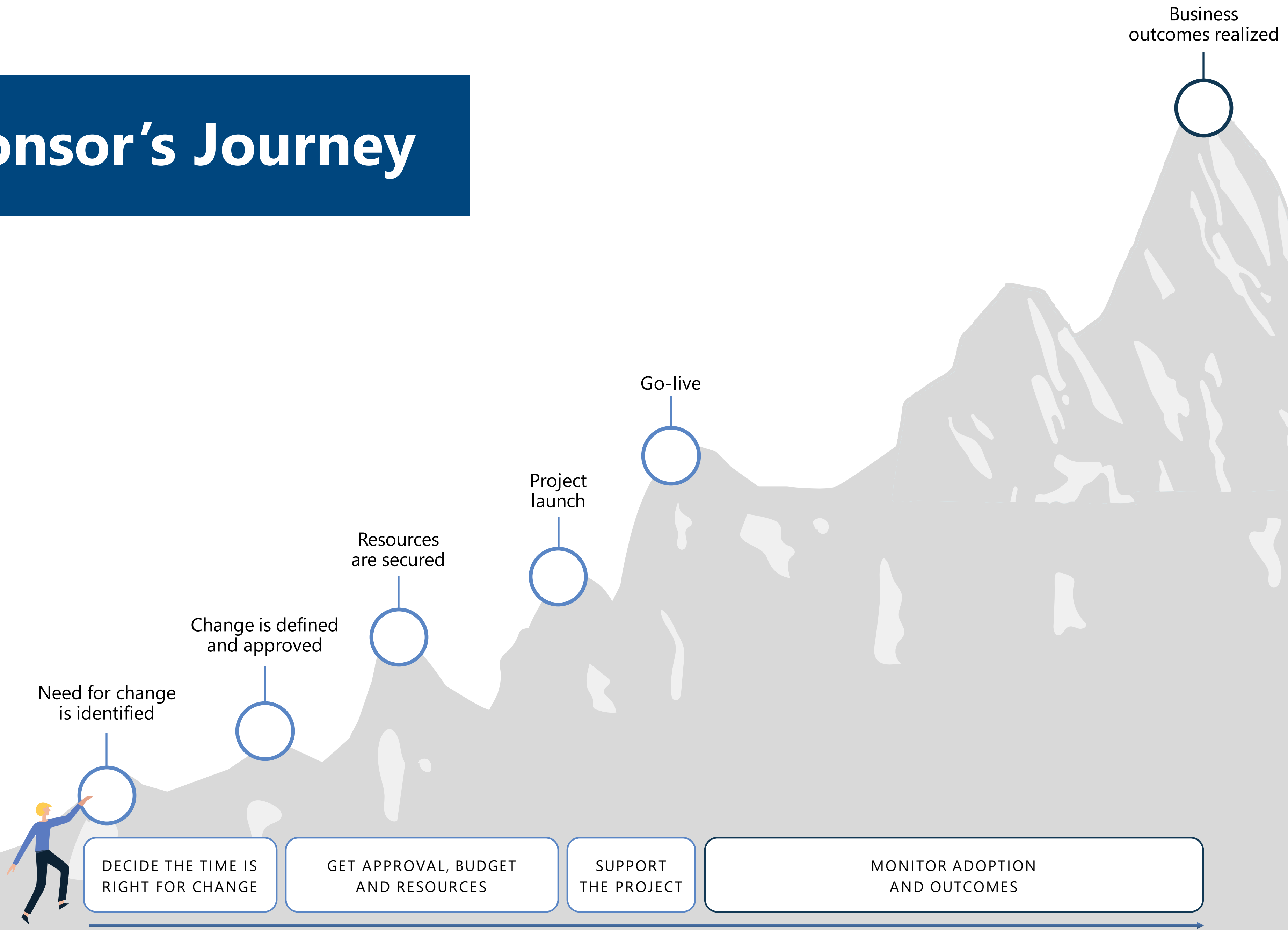
The follow-up question: How much are we **investing** (budget, people, energy) in driving and supporting employee adoption and usage?



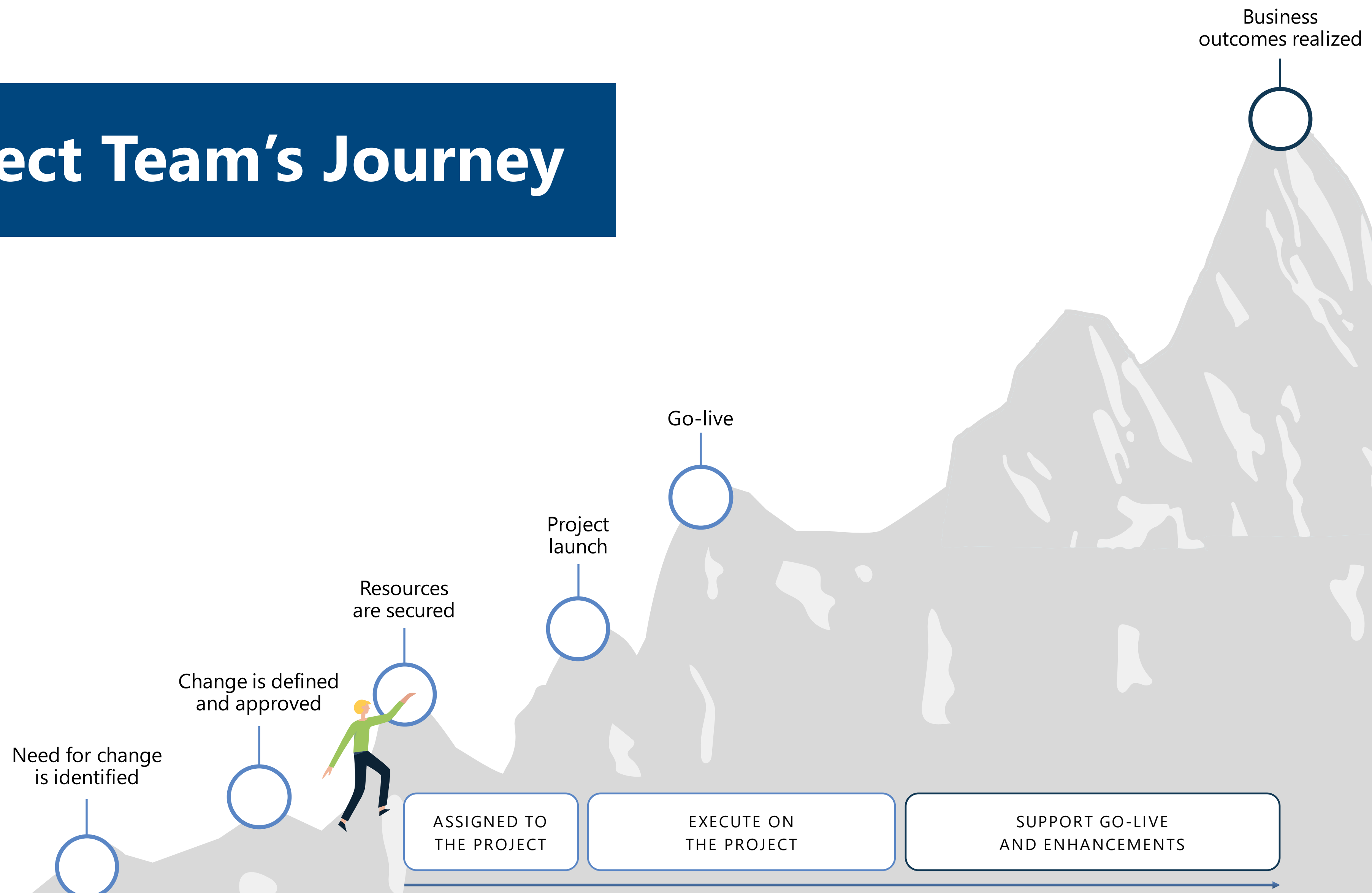
The Implementation Journey



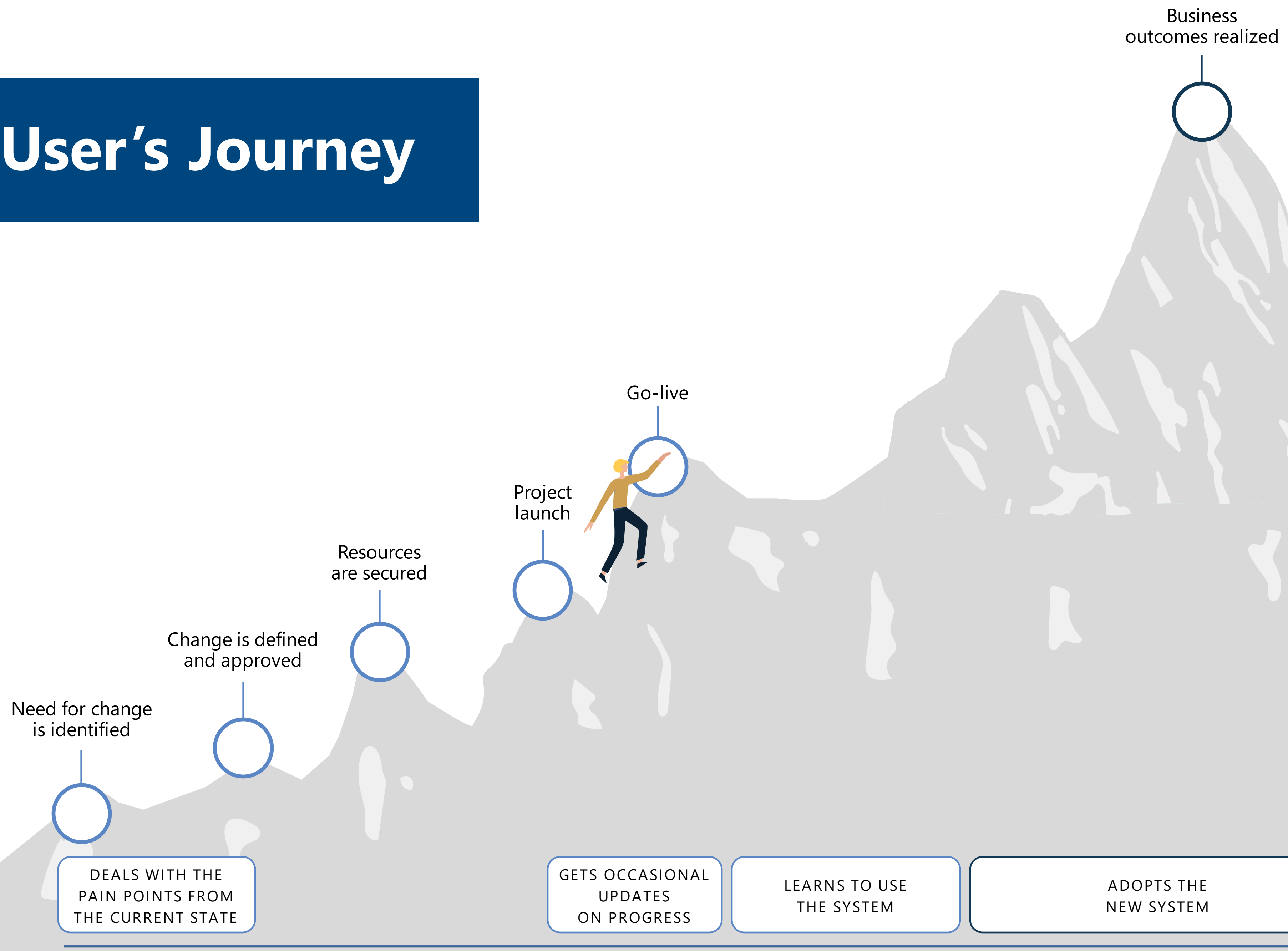
The Sponsor's Journey



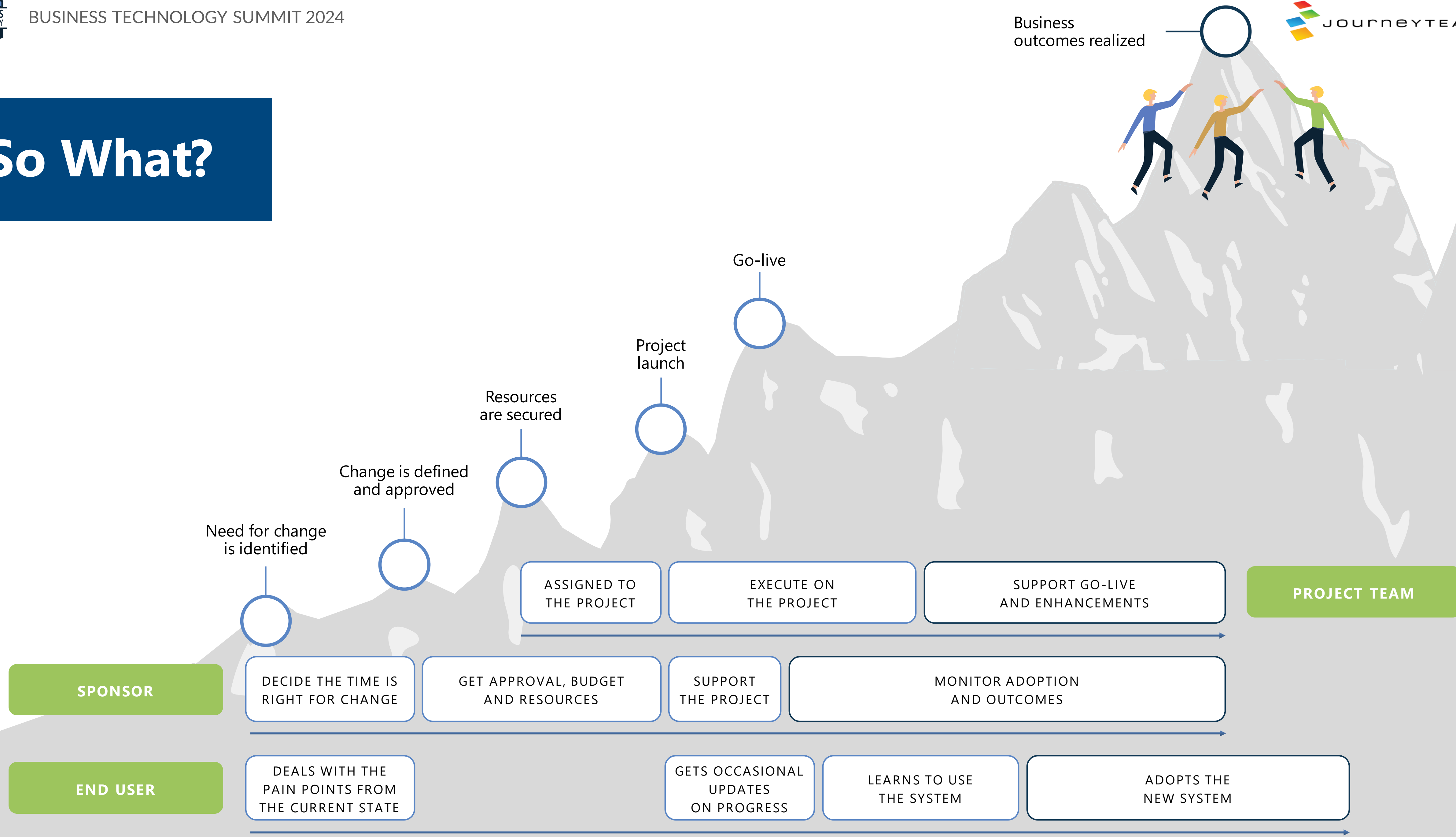
The Project Team's Journey



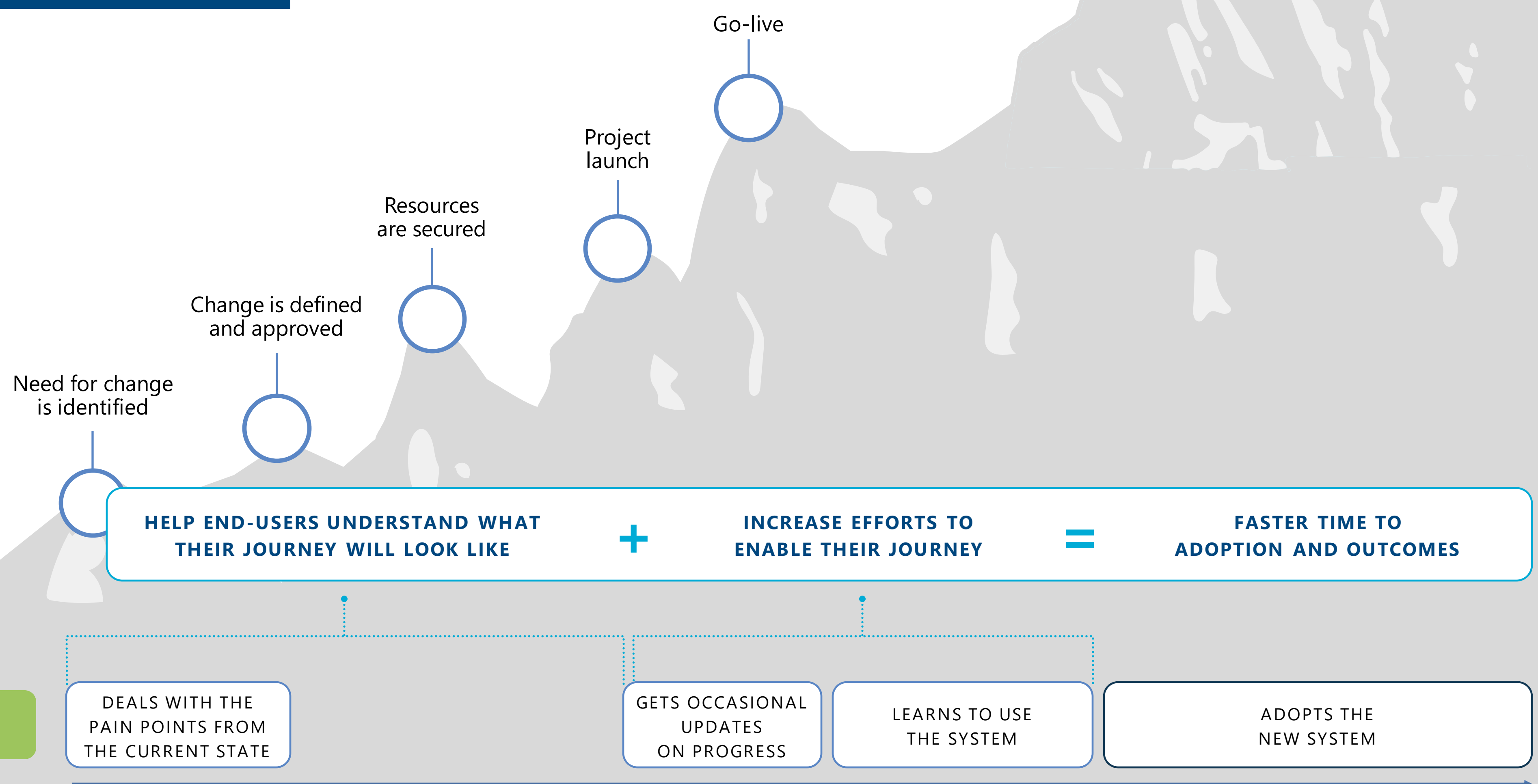
The End User's Journey



So What?



Enabling the End-user Journey





Call to Action

Engage and involve users early and often

Plan for ways to start the users' journey sooner

Reach out to learn more about how JourneyTEAM's Adoption framework can support you and your organization in reaching your initiative's outcomes

Fill out the survey to receive a Risk and Success assessment template to determine risks for your project and the likelihood of success



We love feedback!
Please complete
the session survey **for an
extra giveaway raffle ticket!**





Thank You!

Let's Connect:

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