UMB
QUANTUM FINANCIALS

A leap forward. Transforming systems. Empowering People!

Change Champions

Inaugural Meeting

February 14, 2018

Agenda

➢ Welcome and Introductions

➢ Quantum Financials Change Management Methodology

➢ Change Champion Role Discussion

- Benefits

- Engagement

➢ Q&A

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Welcome and Introductions

Quantum Financials Change Champions

Olu Adewunmi

Gary Benson

Wendy Cohan

Larry Cornias

Neal Gallico

Kathleen Gatchalian

Celeste Gerhart

Shauna Guest

Pat Holmes

Karen Hornick

John Jensen

Nicole Lewis

Krissy Long

Andreas Ortmeyer

Pat Parkent

Steve Pease

Tina Ruskey

LuAnne Seipp

Lenny Wallington

Alexandra Zouras-Wieneke

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Welcome and Introductions

Quantum Financials Change Champions

➢ 20 Change Champions

➢ Representation from all schools and admin & finance

➢ Includes Dean's office and departmental participants

➢ Some also serve as Subject Matter Experts and Advisory Council members

Thank you for participating!!

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Change Management Methodology

➢ What is Change Management and Why is it Important?

➢ Following Prosci® Change Management Methodology

- Focuses on the People Side of Change

    Organizations do not change, people do.

- Prosci® PCT™ Model

- Prosci ADKAR® Model

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What is Change Management?

Change management is the application of processes and tools to manage the people side of change from a current state to a new future state so that the desired results of the change and the expected return on investments are achieved.

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A Vision for the new UMB Financial System

✓ Implement a modern, SaaS-based finance solution

✓ Increase efficiency of financial processes with automation and configurable workflow

✓ Increase access to and ability to use financial data to make business decisions

✓ Reduce UMB stakeholder reliance on supplementary systems to support their reporting, budgeting, and financial forecasting needs

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Why Is Change Management Important?

Percent of Study Participants Who Met or Exceeded Objectives

6X

	Poor (n=338)	Fair (n=936)	Good (n=1202)	Excellent (n=245)
	15%	44%	76%	94%

Change Management Effectiveness
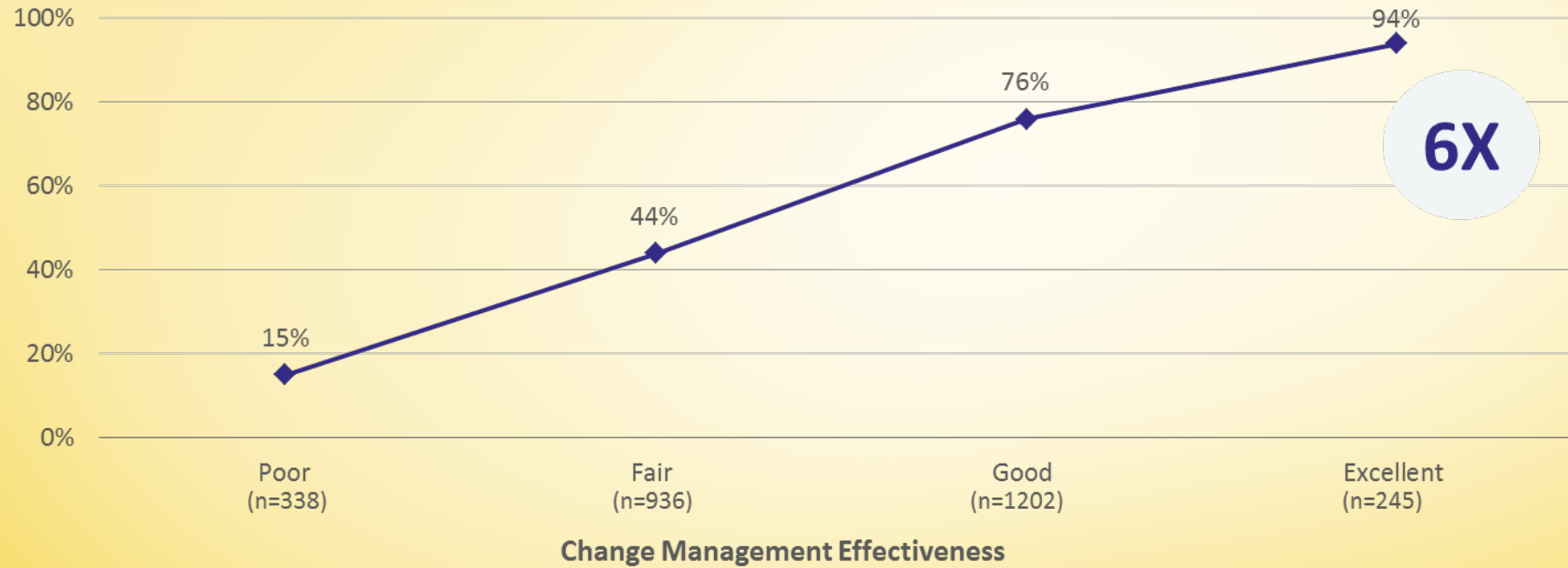
Of the 245 research participants who reported having excellent change management effectiveness, 94% met or exceeded project objectives.

Prosci 2016 Benchmarking Data
Date from 2007, 2009, 2011, 2013, 2015

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Three Elements Required for Successful Change

Prosci® PCT™ Model

ADKAR - **The Five Building Blocks for Successful Change**

Awareness

Desire

Knowledge

Ability

Reinforcement

ADKAR

- describes the phases an individual must go through when faced with change

- tool for understanding "how, why and when" to use different change management tools

Change Champion Role

Change Champions are an integral part of the Change Network established for the Quantum Financials (QF) implementation. The Change Champions will support the project across the University, and will be engaged for advice to the project team, assistance with business process changes, and disseminating information and communications from the project team. These individuals will champion the adoption of the new system and related business processes in their parts of the University.

Ideally, there will be about 15 - 20 Change Champions with representation from all schools and the central offices. They will be business process experts who understand the detailed transactions as well as high-level results, are willing to learn, and are able to explain new processes to others in their school/department. Some Change Champions may have already been engaged as QF Subject Matter Experts.

Future responsibilities of the Change Champions could include developing QF adoption strategies in their areas, preparing their school/department for changes to business processes and policies, participating in user acceptance testing, and helping to identify appropriate roles and training for end users.

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Change Champion Benefits

- ➢ To the project – advisors, champions, senders/receivers
- ➢ To your school/department – early adopters, communication, trainers, user testing
- ➢ To UMB – start of user community support group
- ➢ To you – power user, greater knowledge of system

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Change Champion Engagement

➢ How to best engage you - Everyone's busy

- What's the best use of your time and sphere of influence?

➢ Monthly meetings

➢ Distribution List

➢ Sharepoint?

➢ Surveys?

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Questions & Answers

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