



## **e&e Solutions Case Study**

### **Engagement Overview**

e&e have been engaged by a government department to provide Services to the Business Intelligence and ERP Program. The change program supported by e&e is complex as it includes several streams with substantial variation in the type/complexity of change and the stakeholder groups affected:

- Stream A replaces corporate Finance and Procurement functions; this has low-moderate impacts for some 1,500 solution users across Queensland and across all department divisions.
- Stream B introduces business intelligence capability; which has moderate impacts for some 500 users and high impacts for 150 users; the user base is across all department divisions.
- Stream C introduces plant maintenance capability; which has a very high impact on some 150 staff & core users and low impact on 4,600 end-users across 1200 locations. Whilst the change for these end-users is relatively minor, the diverse skills base and geographic spread of the user base means that the logistics of engagement and training is very complex.

### **Scope of work**

e&e were responsible for developing the communications and change management strategies and aligning these activities across the projects/streams. e&e conducted risk analysis in relation to stakeholder management, business readiness and change impact, and managed these risks to ensure appropriate action was taken where necessary. e&e developed and managed the implementation of the change plan for the program, this included co-ordinating the change management and communication activities, training strategy, design, development and delivery of training. Through these activities, e&e enabled the customer to achieve the desired business outcomes and deliver the program benefits.

### **Outcome**

- Key stakeholders engaged and committed to the business change, communications and training approaches
- Understand the business changes impacts and impacts across the program
- Have engaged the necessary resources to deliver on the detailed change interventions
- Have established partnerships with key groups that need to lead the business change
- Successful completion of department-wide Program Awareness Phase