Welcome!

Change Management Strategies for Seamless Tech Rollouts

Lisa Bell – Business Consulting Analyst, CDW

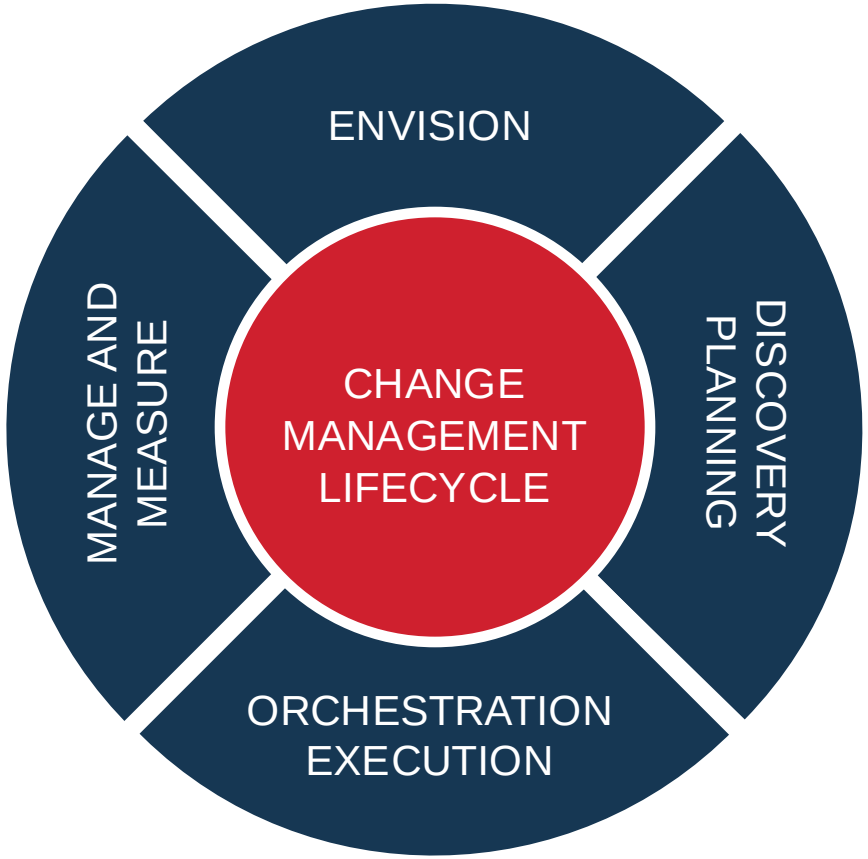
Success Factors

Success begins when the technical environment is ready….

Technology identified	Technical infrastructure in place	Governance implemented
Compliance implemented	Security protocols in place	Admin controls configured

…. And when we answer for those impacted….

Change Management Success Lifecycle



Envision

- Assemble the team
- Determine the goals
- Focus on those impacted

Discovery and Planning

- Create outcome-based change management strategy
- Include: communication channels, audience messages, timeline, training methods and resources

Orchestration and Execution

- Execution of the communication and training plan
- Adjust as needed

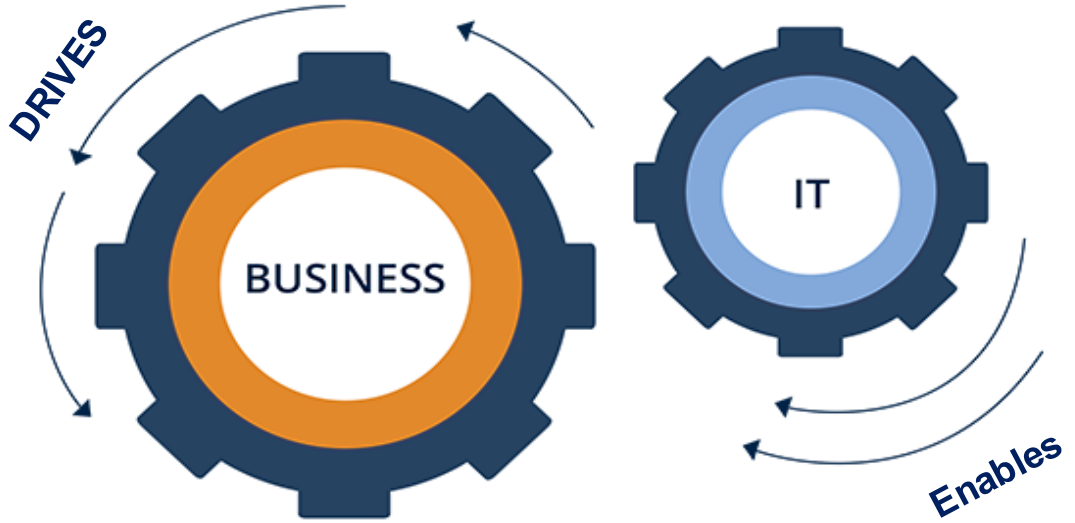
Manage and Measure

- Gather success metrics
- Qualitative (user impact opinions/perceptions) and quantitative (numbers, reports) methods

Change Management Strategy Success Factors

Workshop / Brainstorm

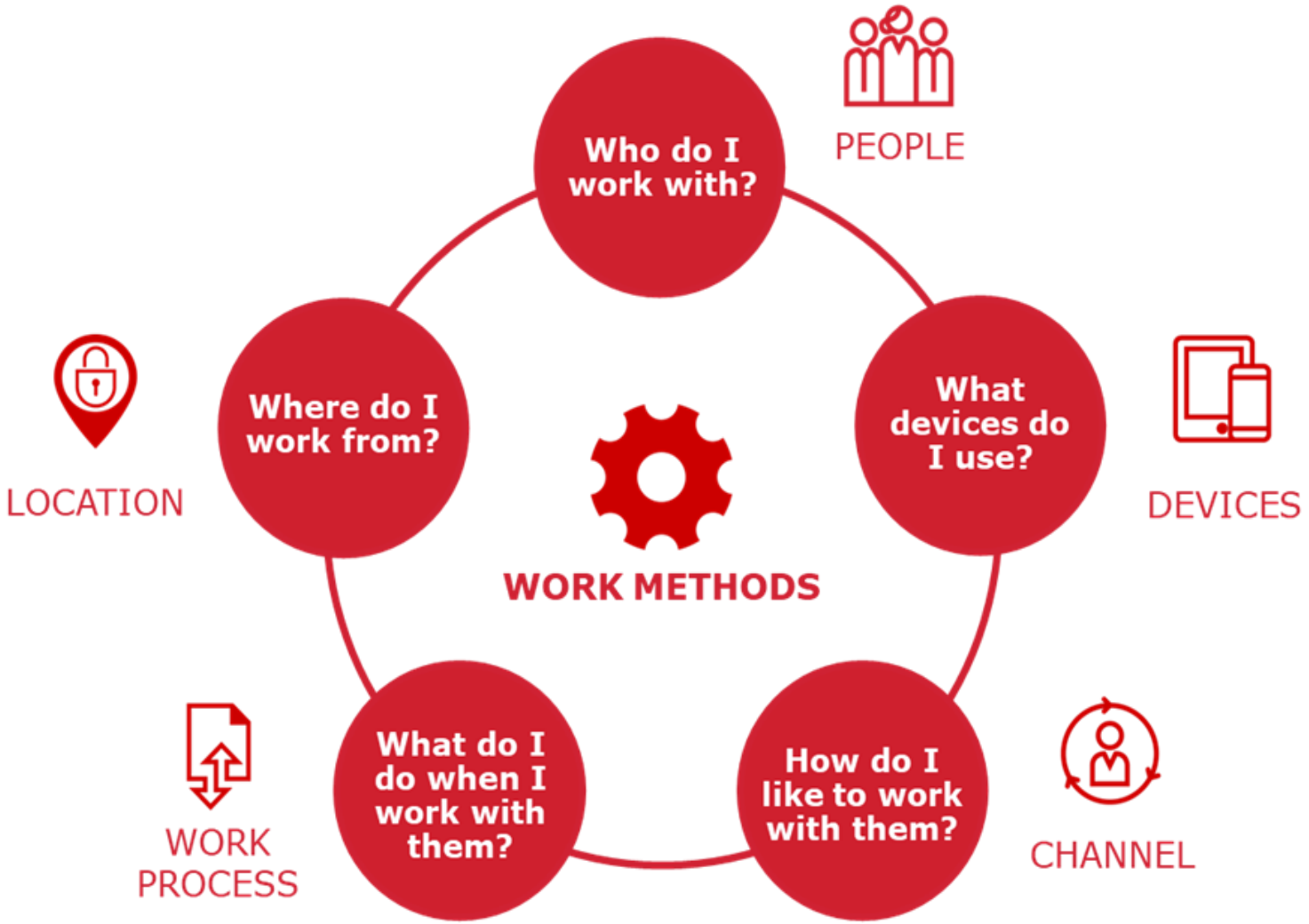
Report Back



	Role	Responsibilities	Department	Team Member
Key roles	Executive Sponsor			
	Success Owner			
	Program Manager			
	Champions			
	Training Lead			
	Department Leads (Stakeholders)			
	IT Specialists			
	Communication Lead			
	HR Manager			
	Community Manager			

Report Back

LoB Interviews ID Use Cases



Report Back

Audience	Method	Message	Content	Date	Initiated By

Report Back

Champions / Early Adopters

Look for people who exhibit the following characteristics:

1. A heavy influencer or implicit team leader, modeling leader behavior regardless of role/title.
2. They are go-to people their team goes to for answers.
3. Who is looking for a development opportunity to demonstrate leadership skills in preparation for advancement.
4. Tech savvy or passionate about new technology and new ways of doing something.
5. Has intricate knowledge about the daily operations of the team and the work flows.

Report Back

End-user Enablement Training

White-glove support for Leaders and Admins

Demo Sessions / Lunch and Learns

Department Specific Training

Virtual Office Hours

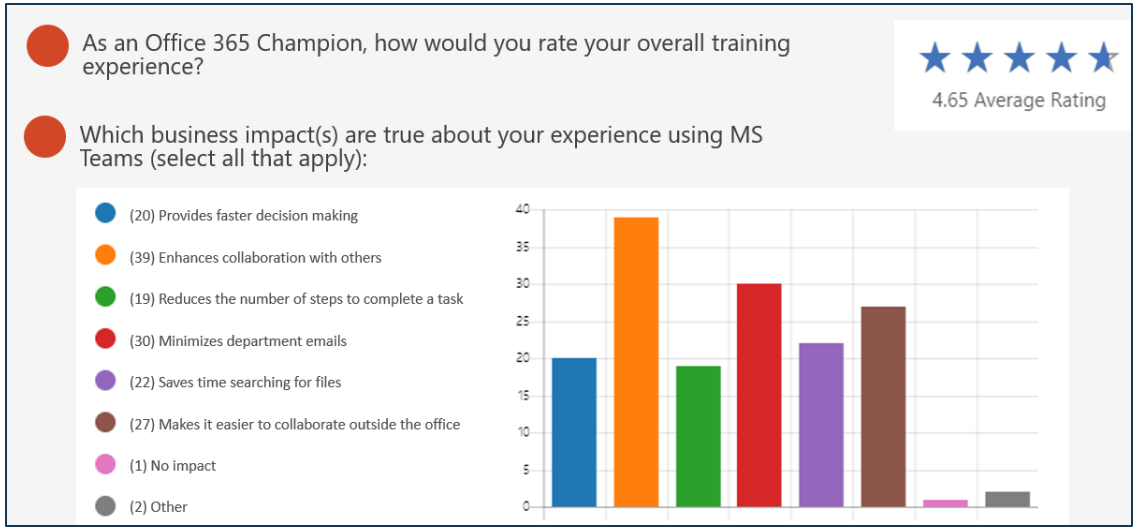
Champions / Early Adopters

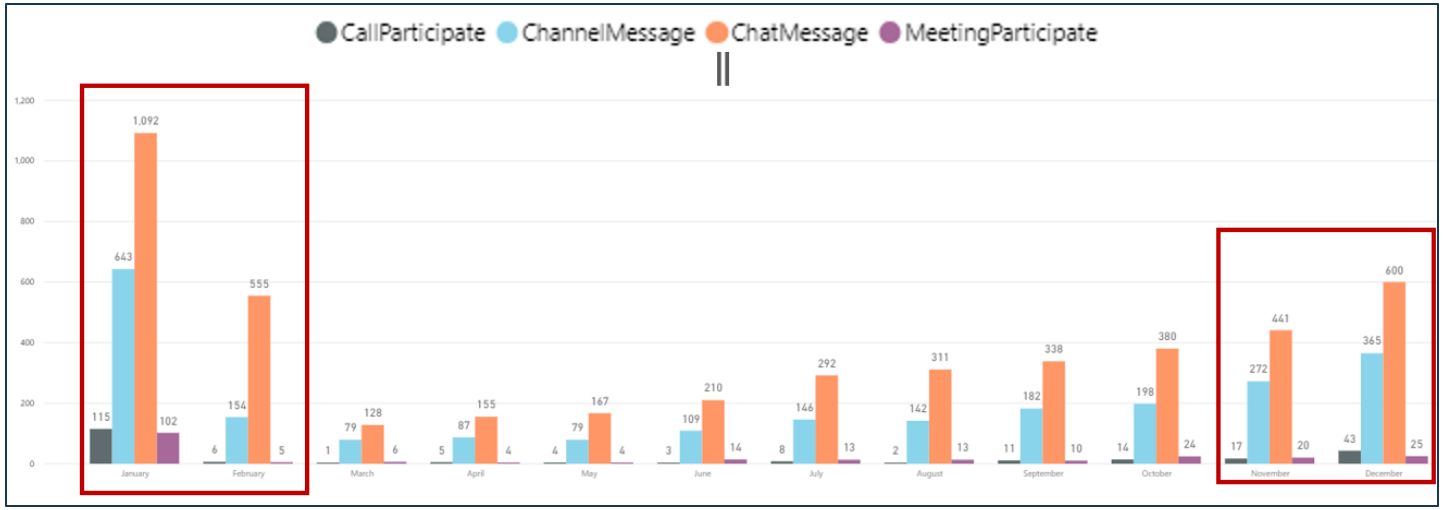
Self-Service Content (Step-by-step guides, online videos)

COURSE	DELIVERY METHOD	USER GROUP	DURATION	DESCRIPTION

Report Back

Measurement





Change Management Strategy Success Factors

Thank You!

Change Management Strategies for Seamless Tech Rollouts

Lisa Bell – Business Consulting Analyst, CDW

2025 Connections Summit
Breakout Session 1A Survey