

For a Districtwide Google Workspace Deployment, **Organizational Change Management** Secures User Adoption

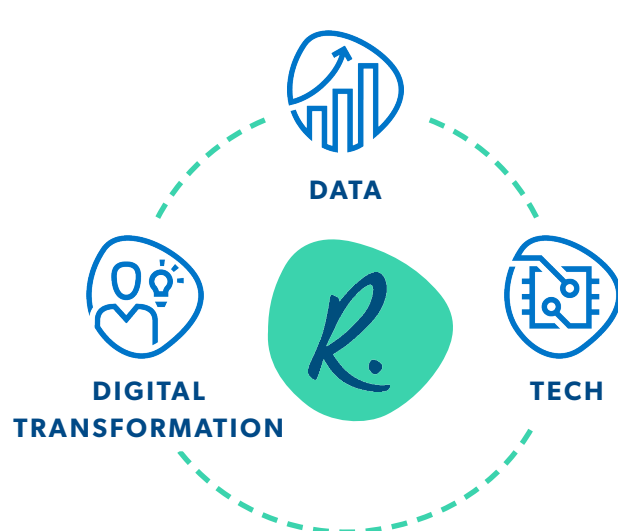
SECTOR | NONPROFIT
INDUSTRY | EDUCATION

About a year into its Workspace transformation, Denver Public Schools (DPS) enlisted Resultant to support users through Gmail, Calendar, and Contacts adoption. Our three-month engagement capitalized on a readiness assessment, Prosci and Resultant change management methodologies, and tech-savvy users within the school corporation to create a consistent environment while minimizing disruption.

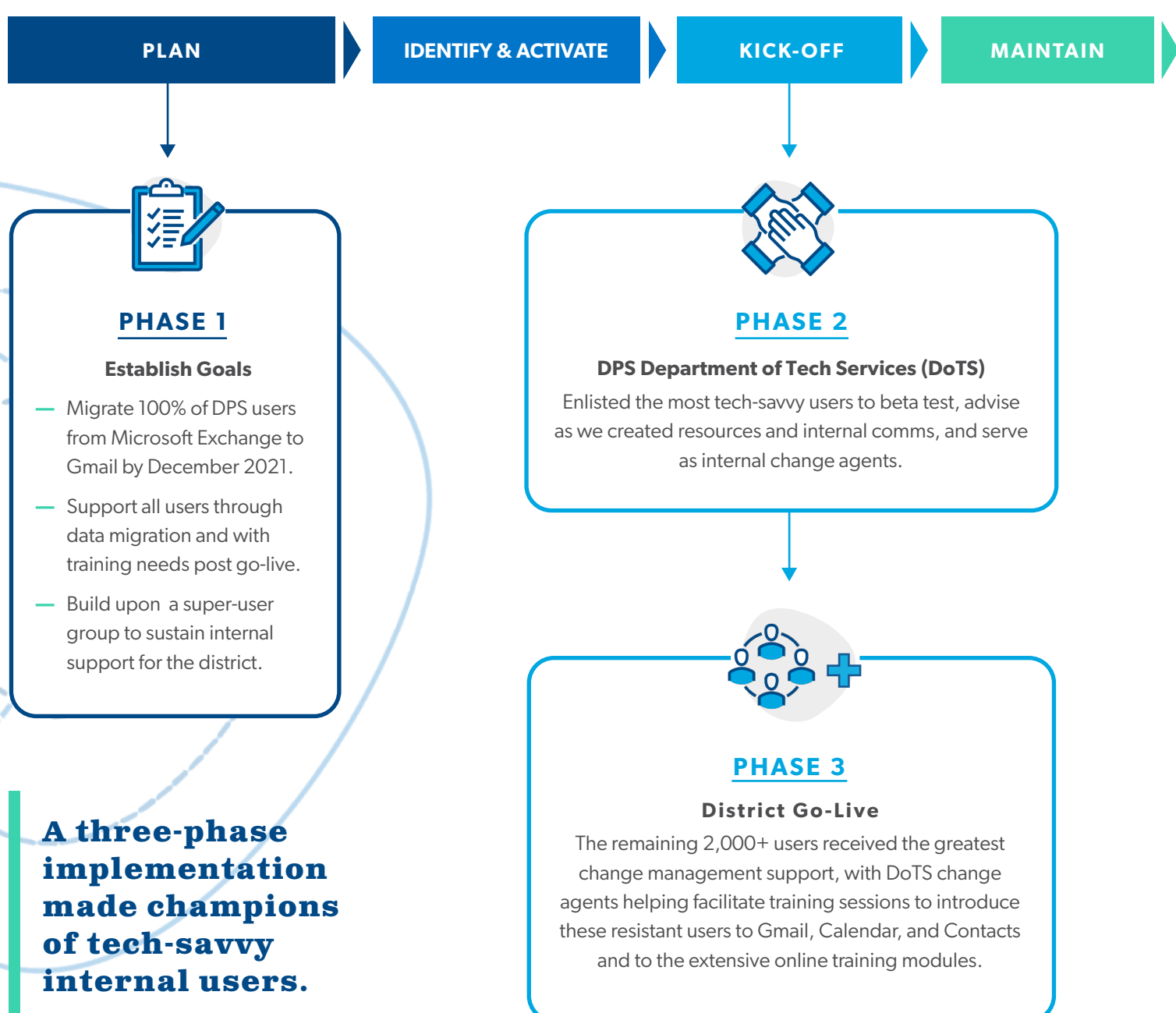
OUR APPROACH

Our approach to organizational change management is customizable. For DPS, it included

- Change-readiness assessment to guide planning.
- Transition plan that leveraged sponsor engagement.
- Communication and engagement plan that created feedback loops, offered risk and resistance mitigation strategies, and included reinforcement plans.



TIMELINE



A three-phase implementation made champions of tech-savvy internal users.

THE PROCESS

Strong training and communication materials smoothed the process.

- Our team worked with DPS to document communication channels, define a communication schedule, and craft messaging throughout the engagement.
- Videos, training modules, and chat on the internal site gave users necessary resources and our team the ability to adjust as feedback came through the site.
- DPS relies on weekly newsletters for communication, and transition messaging was limited to 200 characters, which required creative solutions.
- Communications included proactive resistance management tailored to pockets of change-averse users.
- Resultant worked with DPS to utilize an internal website to support the transformation. Newsletters included links to more robust communications.
- Our team provided a reinforcement plan that outlined ways to continue engaging users and driving process improvement.

Support through go-live reflected success.

- To ensure DPS users had everything they needed in the final phase of transition, our team provided helpdesk support and live, on-site support at schools.
- Comprehensive training materials and support as implementation approached had equipped users for go-live.
- DPS had contracted us for three days of heavy go-live support but found that questions from users were minimal.

GOALS ACHIEVED

- ✓ **Migrated 100% of DPS users** from Microsoft Exchange to Gmail by December 2021.
- ✓ **Supported all users through data migration** and with training needs post go-live.
- ✓ **Leveraged a super-user group** to sustain internal support for the district.

