



BUSINESS  
APPLICATIONS  
SOLUTION

*One Commerce*

# Business Applications Solution (BAS) Program Real Property Change Network Kickoff

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**UNITED STATES DEPARTMENT OF COMMERCE  
OFFICE OF FINANCIAL MANAGEMENT**

December 2020



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Looking Forward

Expected  
Structure.  
Unexpected  
*Flexibility.*



# WELCOME AND INTRODUCTION

MEET AND GREET – REAL PROPERTY CHANGE NETWORK (RPCN)



**Census Change Agent  
Membership**

**Trent Nickels**

**Real Property  
Change Champion**

**Ronette Simpkins**

**HCHB Change Agent  
Membership**

**Cassandra Duncan  
Mohamed Balhis**

**NIST Change Agent  
Membership**

**Elaine Oliver  
Thi Tran**

**NOAA Change Agent  
Membership**

**Sheryl Donath  
Beth Schwartz**



# CHANGE NETWORK OVERVIEW



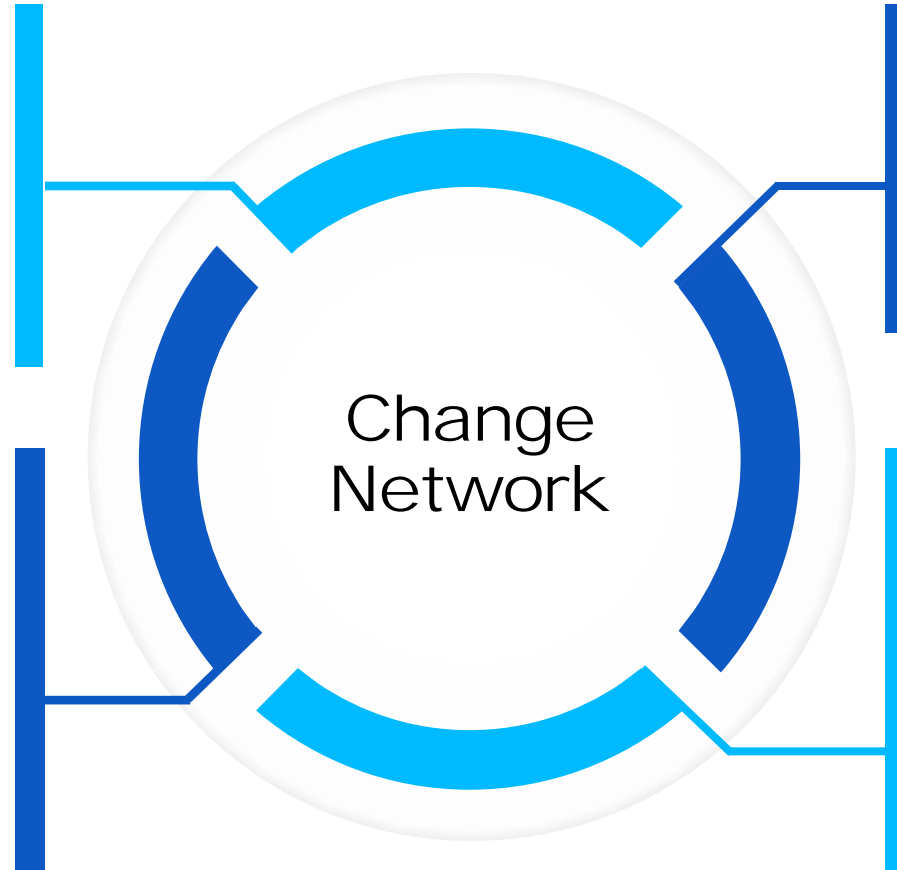
## WHY USE A CHANGE NETWORK?

### Objectives

- Gain individual user perceptions
- Accelerate users' change journey
- Elicit user needs for implementation phase and post Go-Live

### Benefits to Users

- Provides all users with a voice
- Reduces confusion and uncertainty
- Builds a cadre of BAS SMEs to coach, guide, and support users



### Approach

- Establish network of liaisons representing like users
- Monitor user change journey
- Provide right message at the right time to the right people
- Elicit user training and post Go-Live needs and activities

### Benefits to BAS

- Complements other Communication events and activities
- Creates better informed and trained users
- Establishes the foundation and mechanisms for cross-bureau/office collaboration



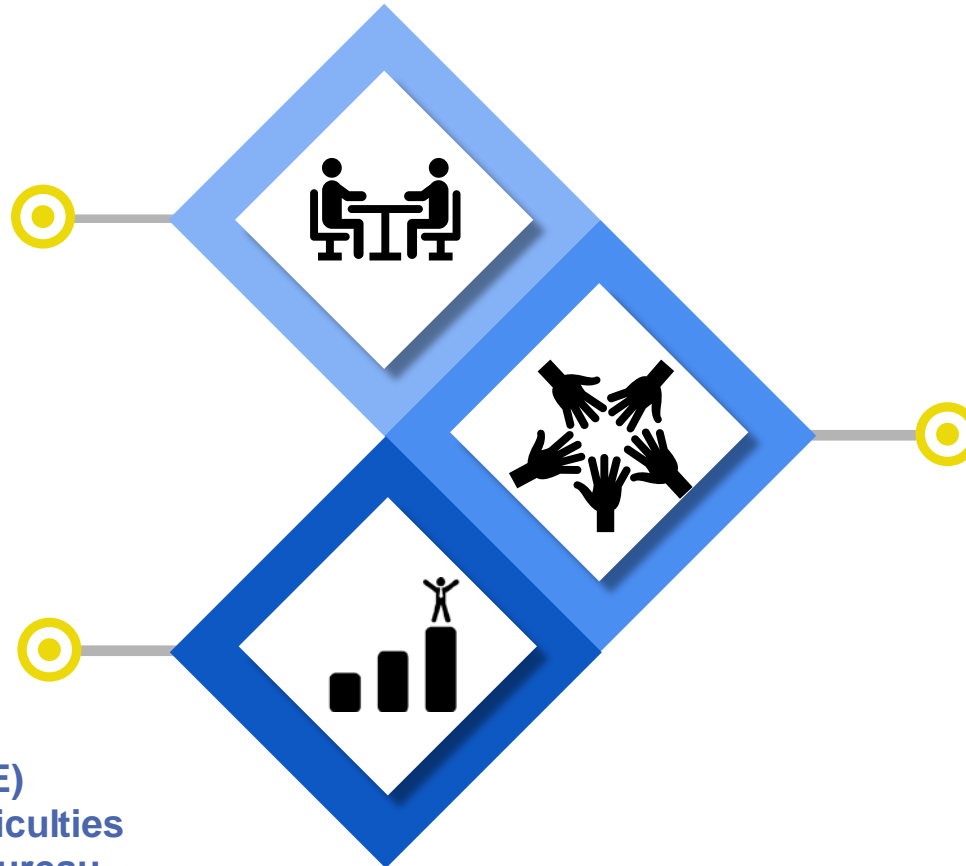
# CHANGE NETWORK OVERVIEW

## ACTIVITIES THROUGHOUT PROJECT PHASES



### Expand User Engagement - Quarterly

- **Timeframe: Now – Post Go-Live**
- **Proposed Activities:**
  - Extended Communications and feedback
  - Pulse Checks – Stakeholder Journey
  - Introduce additional communication avenues



### Support Implementation - Monthly

- **Timeframe: Implementation Phase**
- **Proposed Activities:**
  - Provide examples for training exercises
  - Review training materials
  - Participate in Training as consultant

### Enhance Sustainment - Monthly to Quarterly

- **Timeframe – Post Go-Live**
- **Proposed Activities:**
  - Serve as mentor/coach (BAS SME)
  - Analyze/report common user difficulties
  - Identify opportunities for cross-bureau best practice sharing



# CHANGE NETWORK OVERVIEW

## CHANGE NETWORK STRUCTURE



### Change Sponsor (Andy Blumenthal)

- Who: BAS PMO
- Roles and Responsibilities
  - Champion Change Network and BAS change management initiatives
  - Assist with major issues, problems, and policy conflicts; remove obstacles



### Change Champion (Ronette Simpkins)

- Who: Change Agent Leadership
- Roles and Responsibilities
  - Champions change network activities within organization
  - Identifies change agents
  - Provides resources and support to Change Agents based on Stakeholder readiness



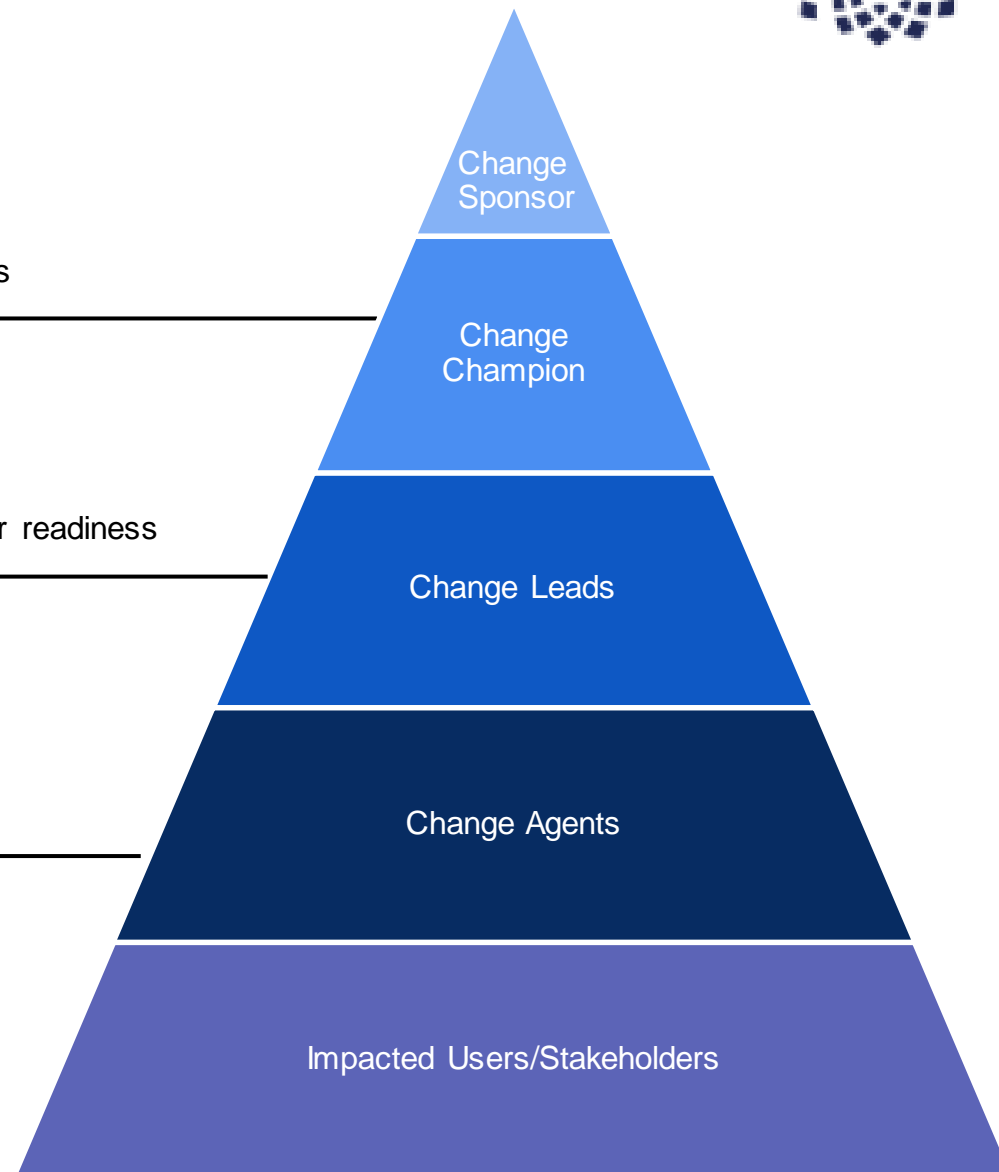
### Change Leads (BAS OCM)

- Who: OCM Team
- Roles and Responsibilities
  - Collaborate with change agents to increase engagement with stakeholders/users
  - Monitor/influence stakeholder journey



### Change Agents (You)

- Who: Selected representatives from the Bureaus/offices to represent individual stakeholder/user groups
- Roles and Responsibilities
  - Act as “voice of the user”
  - Become BAS SME – training and post Go-Live
  - Disseminates community-specific communication





# THE ROLE OF THE CHANGE AGENT

You were selected as Change Agents by your management because you...



**Are Great At:**

Communication	Collaboration
You demonstrate active listening skills.	You can spread best practices.
You are respected by your peers.	You demonstrate analytical skills.
You maintain a positive attitude.	You maintain an open mind.
You can communicate horizontally and vertically in your organizations.	You are a team player.



**Have:**

Technical Skills	Coaching Skills
You have expertise or experience in systems within the current BAS scope.	You demonstrate the ability to coach/ mentor your peers.

The Change Agent role is designed to promote your growth in all of these areas. You don't need to already be an expert in all of these areas to be a great Change Agent!



# YOUR ROLE IN DEPLOYMENT

## KEY ACTIVITIES IN YOUR ROLE



- Help communicate deployment timelines and key milestones
- Help spread project-critical comms
- Encourage training and engagement event participation

- Actively elicit your users' ideas, needs, questions, and concerns
- Collaborate with other Change Agents to improve the journey
- Support user access activities

- Provide input to improve training materials
- Develop system expertise
- Share knowledge with your colleagues

**Key ongoing activities will be supported by monthly or as-needed Real Property Change Network sessions.**





# MOVING FORWARD

WHAT DO YOU NEED FROM US?



**What are you hoping we will provide?**

**Do you have any major concerns at this time?**

**Do you have any questions about the Change Agent role?**

**What do you think you will be able to contribute most as a Change Agent?**

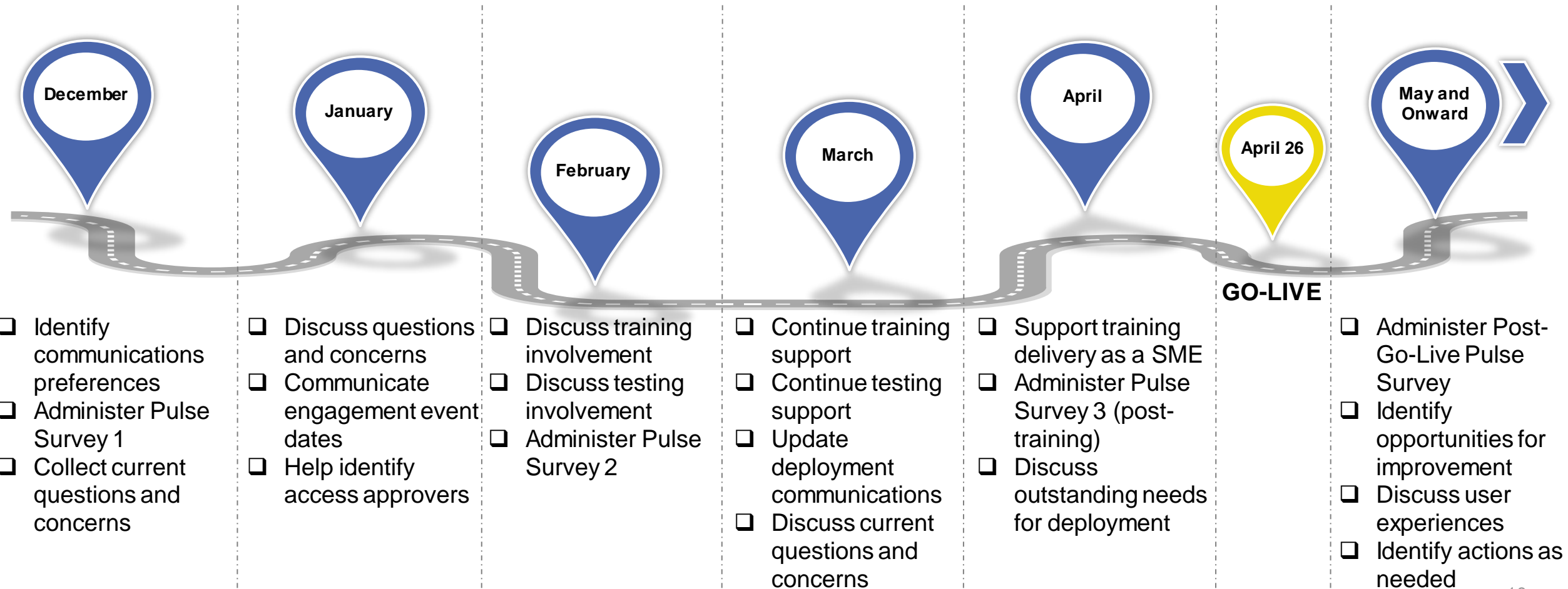


# YOUR ROLE IN DEPLOYMENT

## WHAT TO EXPECT EACH MONTH



### Notional view of Key Change Network Activities





# ACTIVITIES FOR JANUARY

LET'S GET STARTED!



## Comms Preferences



What is the best way for you and your users to communicate on a regular basis? Send us a quick email stating your community's preferences. Examples could be "virtual, no video", or "mass email".

**COB December 22<sup>nd</sup>**

## Community Questions and Concerns



What questions, needs, or concerns have you heard from your users? Compile a list for discussion in our January session. Please send us your list two days in advance of meeting.

**Prepared by January RPCN Session**

## Pulse Survey 1



Pulse Surveys help us hone in on your Change Journey. Please provide your users with the link and encourage full participation. **Link: [menti.com](https://www.menti.com)**

**Survey Completed by COB December 22<sup>nd</sup>**