

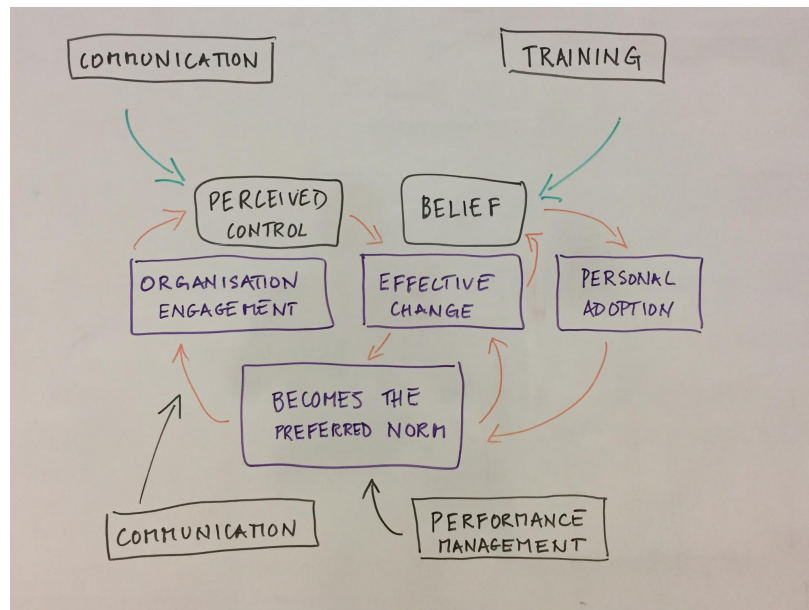
# Software Change Management - It's Important to International Education

Change management is the process, tools and techniques to manage the people side of change to achieve the required business outcome.

This poses specific challenges in the International Education sector: with the rapid uptake of online learning, online applications and assessments it is crucial for institutions to keep their back office management up to date as well.

Intrinsic is committed to web based applications, but moving to any new system poses challenges to office staff; with larger organisations this means not only training but change management.

Our experience shows that the benefits of bringing your team on board is crucial to the success of any software change. If you plan for the inclusion of your key staff in the process of specification and roll out, it will allow them to have a say in the design of the workflow, which will naturally bring success and efficiencies.



## Key Points

1. Ensure your move to a new system will replicate what you have and also give you what you need; you may not know what you are missing.
2. Make sure your new system reflects your office workflow and not vice versa.
3. Ensure your team is involved in each key step.
4. Make onsite consultation testing and training a key part of your strategy.
5. Work in smaller stages making sure each is delivering the crucial functionality before moving further.
6. Work to clear and defined specifications and manage expectations of your staff and the provider.