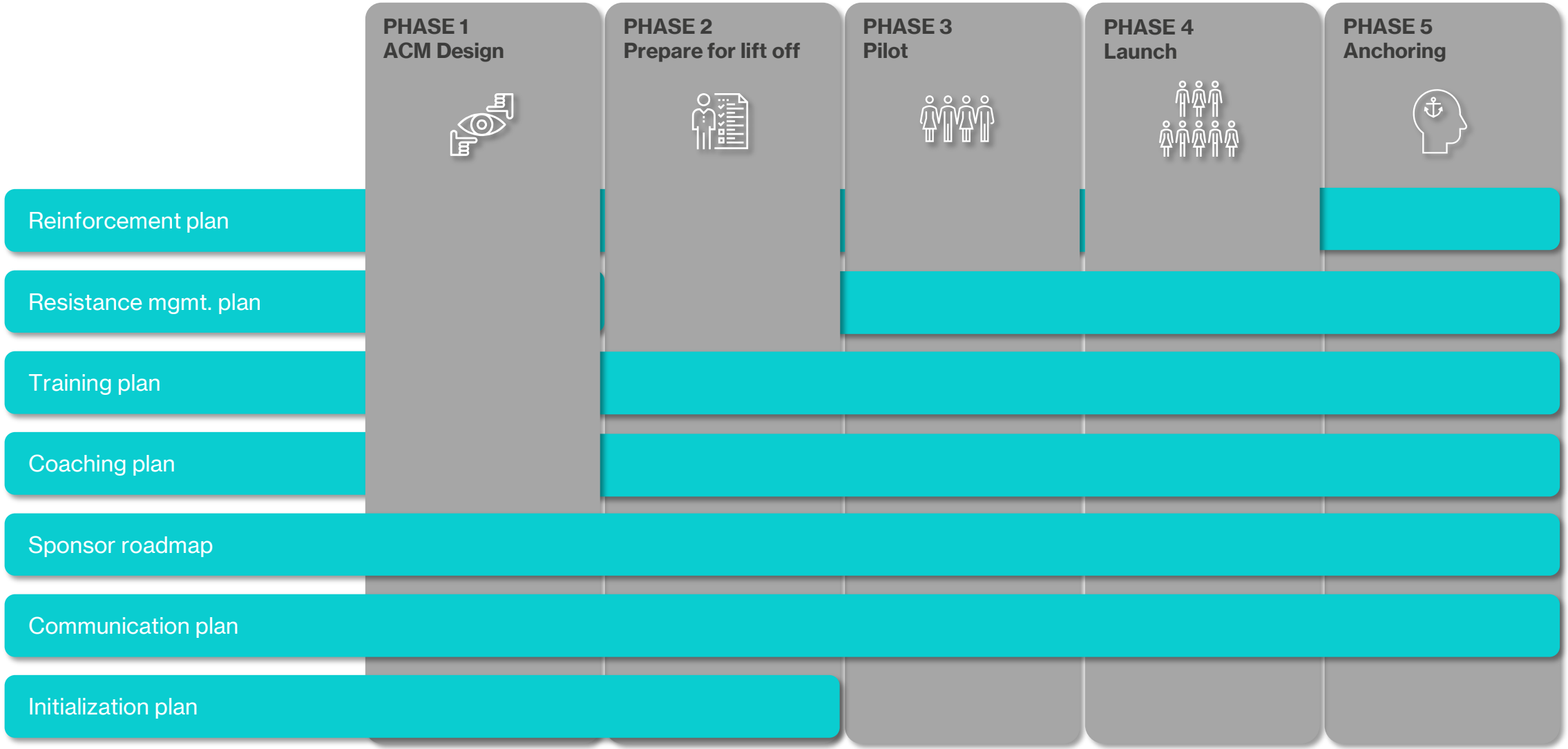
SoftwareOne ACM Matrix



SoftwareOne ACM Matrix

PHASE 1
ACM Design

Establishment of an ACM framework

Goal: Identify and establish the core structure for the ACM process and onboard the required people.

Identification and Documentation of:
- Changes (Current-Desired Future state)
- Stakeholders
- ACM critical success factors
- ACM team

Determining the use of:
- Coaches
- Champions

Onboarding of:
- ACM Team
- Sponsor

PHASE 2
Prepare for lift off
(Preparations for take-off)

Preparation of first plans

Goal: Preparation of all contents e.g.: Goal of the change, required communication, trainings (for pilot implementation) etc..

When using coaches & champions:
- Identification
- Preparation of tasks and communication
- Kickoff & Onboarding
- Onboarding der Stakeholder

Definition of project-specific success factors (customer-related)
incl. measures for the general process

Preparation and dissemination of communication about the change for ALL employees (frame message).

PHASE 3
Pilot

Implementation of the plans in pilot group(s)

Goal: Testing and validation of the elaborated measures in pilot group(s).

Obtaining, analyzing and processing feedback

Further elaboration or adaptation of the required plans

Ongoing support of stakeholders, coaches & champions.

PHASE 4
Launch
(Start)

Implementation of the plans

Goal: Establish successful acceptance of the changes throughout the company

Obtaining, analyzing and processing feedback

Ongoing adaptation of the already existing plans

Initial review of project-specific success factors (customer-related)

Preparation and elaboration of the anchoring plan

PHASE 5
Anchoring
(Anchorage)

Implementation of the reinforcement plan

Goal: Sustainable anchoring of the new behavior through tailored and adapted measures.

Obtaining, analyzing and processing feedback

Final review of project-specific success factors (customer-related)

Lessons Learned with ACM Team

ACM Matrix phases are always adapted and aligned to customer situation (e.g.: culture, added value etc.)

ACM Matrix Plans (Outcomes)

- Reinforcement Plan
- Resistance Management Plan
- Trainings Plan
- Coaching Plan
- Sponsor Roadmap
- Communication Plan
- Initialization Plan