




Bridge the gap between modernized technologies and the people who use them.



User adoption is the primary indicator of your IT modernization project's success.

For companies assisting an agency to move from a failing legacy system to a modernized, streamlined system, their sole focus is on developing the required technology and ensuring it works as anticipated. Rarely, if ever, do these companies consider the people who will use this technology after deployment and beyond. In fact, how people will be affected is often an afterthought.

The success of an agency's development, modernization, and enhancement (DME) initiatives hinges on three factors:

-  **Speed:** How quickly people are up and running on new systems, processes, and job roles.
-  **Buy-in:** How many people demonstrate buy-in by using the new system.
-  **Proficiency:** How proficient people are at using the system.

Often, after solidifying resources to develop the technology, these companies and agencies will look to one communications specialist and one training resource to communicate about and promote the technology to users and other stakeholders and develop training. Usually, these resources are engaged too late in the development process.

Set your project up for success. Understand that entrusting extensive and complex efforts like communications and training to one person late in the project lifecycle poses a risk to the project and to the organization. **One communications specialist and one training specialist is never enough** to impact how quickly people are up and running on a new system, how many people demonstrate buy-in by using the new system, and how proficient people are at using the system.

Engage CMGT to achieve a successful transition to new and modernized technology. CMGT partners with your software development/integration vendor to place a strong change management lead on the project who can speak the language and gain the trust of the technical teams, project leaders, and sponsors early in the project. Also, this person can build a team of change management practitioners and communications and training specialists to pursue the goal of 100% user adoption of the new technology and overall project success.

Core Competencies



IT Change Management

CMGT provides value on IT projects right away by establishing relationships with project managers and sponsors/leadership, gathering requirements to develop change management plans (including plans for communications and training), assembling teams, overseeing the execution of the change management plan, measuring results, and communicating status.



Project Management

Entrust your project with project managers who are experienced in Agile delivery and understand that 90% of their job is communication.



Strategic Communication

CMGT works to bridge the gap between the communications and technical teams so that end users and other stakeholders receive accurate information proactively.



Content Strategy and Development

Because we work closely with technical teams, CMGT can develop strategies to deliver accurate and useful content to the organization's end users and key stakeholders.



Digital Strategy and Execution

CMGT uses sound digital strategies to convey your brand identity and key messages to your audiences.



Training Planning and Development

CMGT's work is rooted in user adoption. Ensure that your stakeholders receive instruction that is well-planned and executed effectively.

Why is change management important?

On enterprise IT projects, the following risks are often present:

- Communications/change management team is not at the table at project kickoff.
- Communications/change management team has limited or no exposure to decision makers and other key stakeholders throughout the project.
- Communications/change management team is not able to engage end users and other key stakeholders in usability feedback, communications, and training early and often.
- Internal and external stakeholders, particularly end users, are not prepared for the change that the project brings.
- If internal and external stakeholders are unprepared for the change, help desk/support staff are left to pick up the slack in crisis mode.

Change management helps to mitigate these risks by providing a healthy filter to apply to a project lens and helping to ensure a smooth transition from current state to future state. With excellent change management in place, a project is 6X more likely to reach desired change outcomes.

A change management lead can be one of a project manager's best allies. Why? Because connecting the people AND technical sides of a major system change helps to ensure that the goal of 100% user adoption of the new technology is realized. Project managers and their teams are focused on designing, developing, and delivering a technical solution that solves a problem or addresses an opportunity.

However, there are still people—the users of this technology—who will be impacted by this new solution.

This is where change management practitioners and their teams, including strategic communications and training, come in to provide the structure, processes, and tools to support the change. The change management team works to ensure that the system users understand the changes that are coming, have a desire for the changes, and have the knowledge and ability needed to adopt and use the technology at deployment and beyond.

About CMGT

At CMGT, we work to bridge the gap between new, modernized technologies and the people who will use them. We provide strategic communications and change management expertise to government agencies that are developing new technology systems, modernizing legacy systems, or looking to raise the profile of a technical office or division. We partner with your software development/integration vendor to learn about your agency's processes that will be impacted by new technology and how these changes will impact the end users. Then, we ensure that communications and training teams get the information they need to create materials to ensure maximum user adoption.

We are a certified economically disadvantaged woman-owned small business in the following NAICS codes: 541611, 541612, 541613, 541519, 541690, 541990, 611430.

Contact

POC: Angie Sanders, Founder
Email: asanders@cmgtfederal.com
Web: cmgtfederal.com



UEI: VZAKXJHTRP1
CAGE: 9HZ16