

Event Theme

Presenters

Topic Summaries

Managing Technological Change

Janet Mertens

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Winifred Menezes

SEI SCAMPI High Maturity Lead Appraiser
Freya Consulting Ltd.

Making Change Work: Exploring key elements of successful change management

The IBM Making Change Work study, released in winter 2008, examines how organizations can better manage technological change and identifies strategies for improving project outcomes. Through surveys and face-to-face interviews with more than 1,500 practitioners worldwide – project leaders, sponsors, project managers and change managers – we gained practical knowledge about how to increase the likelihood of project success. We found in our detailed analysis of the study results that achieving project success does not hinge primarily on technology – instead, success depends largely on people. But what is more illuminating is the discovery that four common factors helped organizations address their greatest project challenges. When used in combination, these factors provided a synergistic benefit that was even greater than the sum of their individual impacts, resulting in higher rates of project success. This presentation explores the four change management focus areas in some depth and shares practical lessons from local and global clients who have realized the benefits of “making change work”.

“The Only Thing Certain Is Uncertainty” – Managing Technology Change

The only thing certain in (professional) life is that nothing is certain. All organizations face constant competitive pressure in the struggle to gain or even just maintain market share. One of the measures used in this struggle is to introduce new technology in the form of changed processes or new tools. Such measures often create stress in the organization and many technology change projects fail to achieve the original goal. Several models of how people react to and adopt new technology – all have seeds of wisdom. This presentation will walk through a few well-known and not so well-known change models in the light of the presenters own experiences as a process improvement consultant.

Biographies

Janet Mertens is a Senior Consultant in the Organization Change Strategy practice of IBM's Global Business Services. She has nearly ten years of experience in change management, organization design and learning. Focused on organizations that are undertaking technology transformations, she has delivered successful change programs to clients in healthcare, government, manufacturing, real estate and distribution. Janet's experience in business process analysis and project management and her background in human development provide her with a broad view of organizational change.

Winifred Menezes has over 30 years experience in software engineering, software process improvement and training. She has both theoretical and practical knowledge of implementing CMMI®, ISO 9000:2000 and Six Sigma. She has worked in Europe, Asia and North America, and currently lives in Ontario, Canada. During her career Winifred has worked at Research In Motion, Cap Gemini, Q-Labs Inc and ABB Winifred is a certified instructor of the Introduction to CMMI as well as a SCAMPI (A/B/C) and High Maturity lead appraiser. Winifred has an M Sc from the University of Islamabad, Pakistan and a "Fil Kand" in Computer Sciences from Uppsala University, Sweden.

Date / Time

Tuesday, March 30, 2010; 05:30 pm – 08:30 pm (Presentations start at 6:00 pm)

Note: Light supper included prior to presentations

Location

Deer Park Branch – Toronto Public Libraries - Program Room
40 St. Clair Ave. East
(one block east of Yonge Street on St. Clair Ave.)
Toronto, Ontario, M4T 1M9

Parking – Paid on Alvin St. one block east of Yonge and north of St. Clair
Public Transit:

TTC St. Clair Subway station, exit St. Clair Centre
TTC streetcar St. Clair Ave.

Deer Park Library website: http://www.torontopubliclibrary.ca/hou_az_dp.jsp#meeting

Registration

<http://www.TorontoSPIN.com> \$20.00 at the door

Future Events

April 2010