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Case Study RIM - Change Management

Challenges & Opportunities
Experience of Change Leaders
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Challenges & Opportunities Experience of Change Leaders

- **Moderator**
 - **Ronke Ekwensi**
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- **Panelists**
 - **Edward Wolfe**
Attorney - Office of the General Counsel
General Motors
 - **Richard Gomes**
SVP - Corporate IT Risk- Policy
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 - **Susan K. Goodman, MLS, CRM - Principal, GM/GIB**
Records Management Director - GM/GIB Supervision, Strategy
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Change Management Challenges

- Executive Sponsorship - gaining funding in an increasingly competitive environment
- Program Complexities - transitioning from paper based thinking to electronic records
- Defining Change Strategies
- Identifying and prioritizing different approaches to managing change

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Change Management Challenges

- Organizational Speed Limit (OSL)
 - When attempting to implement change in any organization, the rate of change will only move as fast as the organization's culture will allow. Any attempt to push beyond the organization's speed limit will result in the organization pushing back on the change agent and possibly failure of the change initiative.

Change Management Challenges

- Factors to consider when defining your Organizational Speed Limit
 - Historical review of significant change that has been implemented in prior years. How long and what has been the impact to the organization?
 - Historical review of change catalysts....have they been internal or external? Are they people or institutions? If people, what level in the organization have these change agents been? If institutions, what groups have been most successful and how has their success been achieved.
 - Prior Initiative success/failure rate. Significant history of prior failures should be an indication that the organization does not accept change well, and may possibly work to reject change and expel change agents.

Questions
