

Digital Change Management for Federal Government



Experience the commitment®

When federal agencies successfully embrace digital transformation, they become more customer-centric, agile and value-driven enterprises. But the hard truth is that 80 percent of digital transformation initiatives fail to deliver the expected value. CGI Federal helps agencies succeed through this complex and sometimes daunting task of transforming through our Change Management Services.

Organizations don't change. People do. CGI focuses on the combination of people, process and technology to help ensure the success of your digital transformation initiatives. Our proven methodology increases the speed and agility with which your employees adopt to new ways of doing business.

Change is inspired from the top down, but implemented from the ground up. CGI Federal will work closely with both ends of the spectrum to provide the tools necessary to positively affect and compete critical transformation initiatives within your agency. Our proprietary method for leading organizations through change emphasizes executive alignment and clear, action-oriented techniques from generating change readiness.



As professionals who specialize in the management of large-scale change, we facilitate the development of policy, communications, governance and stakeholder commitment to help your initiatives deliver their promised benefits to your organization.



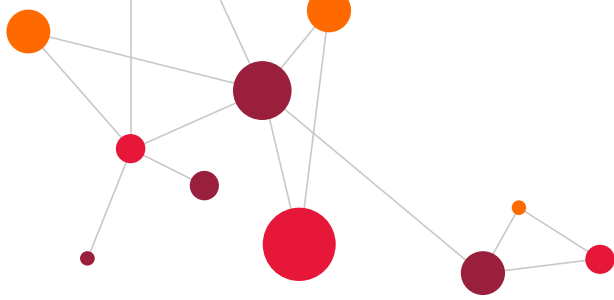
WHY USE CGI CHANGE MANAGEMENT SERVICES?

Change causes turmoil and anxiety that can hinder the return on investment of your initiatives.

CGI guides you and your organization through the process of managing inevitable resistance and adjusting to the new order:

KEY SERVICES, DELIVERABLES:

- Change Assessment
- Success Model
- Stakeholder Analysis
- Master Change Plan
- Aligned Policy Development
- Communication Strategy and Plan
- Business Changes Analysis
- Training Strategy and Plan
- Stakeholder Commitment Plan
- Change Management Workshops
- Execution of Plans
- On-Site Field Support
- Program Success Review
- Executive Steering Committee Charter and Facilitation
- Change Leadership Team Charter and Facilitation



CGI'S DIGITAL CHANGE MANAGEMENT PROGRAM

A holistic approach to digital transformation

CGI believes in taking a holistic approach to an agency's digital transformation initiatives. A study by Forbes states that 7 in 10 digital transformations fail without a formal change management plan. Agencies need to remember that technology is only part of the answer. It takes a change in perspective that permeates the organization to fully realize the possibilities.

Driven by Change Management processes, a holistic approach can provide that perspective shift by both utilizing recent, relevant research to demonstrate the elements in successful implementations of digital transformation and by looking at cultural changes that affect every aspect of your organization—from technology to your organizational model to your business model—to help ensure that all the critical factors are being adequately addressed.

CGI's 5-STEP ORGANIZATIONAL CHANGE MANAGEMENT PROCESS

1. **Assess change:** Officials identify key issues regarding the organization's readiness (motivation) and capability (capacity) for the change.
2. **Align executives:** Officials align around the scope, nature and magnitude of the change.
3. **Translate and communicate:** Change Leaders and field personnel plan communications and development solutions that increase both readiness and capability in each stakeholder group.
4. **Execute plans:** Execution of strategies is coordinated in a cohesive sequence to generate grassroots involvement and support at the most crucial level of the organization: where the work is actually done.
5. **Evaluate:** Change Leaders evaluate performance against the Success Model, learning where strengths were developed and weaknesses exposed.

HOW CGI'S CHANGE MANAGEMENT IS UNIQUE

CGI's ongoing Change Leaders activities differentiate our approach and permeate through all five phases. These activities enable agency leaders to sustain and enhance their credibility in the face of the rapid changes taking place. Four specific dimensions distinguish CGI's action-based approach:

- Creating executive alignment
- Assigning accountability
- Implementing detailed communications and action plans with measurable milestone
- Committing to actions via field readiness training

ABOUT CGI FEDERAL

CGI Federal Inc., is a wholly owned U.S. operating subsidiary of CGI Group Inc., dedicated to partnering with federal agencies to provide solutions for defense, civilian, healthcare and intelligence missions. Founded in 1976, CGI is one of the largest IT and business consulting services firms in the world. Operating in hundreds of locations across the globe, CGI professionals help clients to achieve their goals, including customer-centric digital organizations. We deliver an end-to-end portfolio of capabilities, from high-end IT and business consulting to systems integration, outsourcing services and intellectual property solutions that help accelerate clients' results. CGI works with clients around the world through a unique client proximity model complemented by a global delivery center of excellence network to help clients accelerate results, transform their organizations and drive competitive advantage.

CGI FEDERAL'S MANAGEMENT CONSULTING SERVICES

- Financial Management
- Operations Strategy
- Business Transformation
- Shared Services
- Change Management
- Program Management
- Advanced Analytics
- Performance Management
- IT Advisory Services

To learn more about CGI Federal's Management Consulting Services or to schedule a discussion, please contact info@cgifederal.com.

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