

TECH GUIDE

PEOPLE, NOT JUST TECHNOLOGY

**5 STEPS TO GET YOUR
WORKFORCE IN THE CLOUD
WITH CONFIDENCE**

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The top challenge of adopting cloud in the federal government isn't part of the cloud at all. It's something more human. It's the acceptance and readiness of the people who need to use and operate the technology.

Making sure your users are supported, excited, and knowledgeable about moving applications and information systems they have grown accustomed to using – sometimes over a long, decorated career – is the number one priority in any cloud deployment.

At Peraton, we've applied our organizational change management (OCM) practice to help hundreds of government agencies migrate to cloud and adopt cloud to enable digital transformation successfully.

Here are our five steps to get your workforce in the cloud with confidence.

1. ENGAGE

1.1

Identify stakeholders who will be impacted by new technology initiatives. Engage with them early and develop understanding of their concerns, needs, and interest.

1.2

Conduct partnership workshops and private meetings to collect inputs from all stakeholders. Secure sponsorship and consistent support from executive leaderships.

1.3

Establish executive champions and an executive steering committee for cloud initiatives.

2. EXAMINE

2.1

Assess people, as-is processes, and technologies to identify challenges, impacts, bottlenecks, knowledge gaps, and user support priorities.

2.2

Identify changes that will be required in the areas of service management, enterprise architecture, technology standards, user support model, service delivery model, operation support models, acquisition, and financial governance.

2.3

Determine what are the most effective communications with stakeholders.

3. ENVISION

3.1

Define what the targets to be achieved are, what success looks like, and what are the desired benefits in near-term, mid-term, and long-term.

3.2

Determine platforms, governance, system development lifecycle approach, rollout strategy, performance metrics, and success criteria.

3.3

Communicate the vision and plans to all stakeholders.

3.4

Develop an integrated project team that includes sponsors, leadership team members, change coaches, change agents, and transition team members. With key leadership, this team determines adoption rate goals, builds a strategic plan, and connects the expected value and benefits back to the vision and communications.

4. EDUCATE

4.1

Provide trainings, workshops, and a Center of Learning (CoL) equipped with immersive hands-on learning environments for users to learn, experiment, and familiarize with cloud services, and to prototype and test new solutions and ideas.

The CoL offers cloud sandbox environments with desired cloud services, security controls, configuration compliance controls, resource utilization and cost governance. It also allows users to develop muscle memory before deploying cloud in production, enables the fail early, fail fast, and fail forward culture of innovation, and minimizes risks and cost.

5. ENABLE

5.1

Provide subject matter experts to support users. Develop a change network to help the rest of the organization's users embrace and adopt the cloud.

5.2

Create open forums to hear from users and make them feel valued, along with providing easy access to knowledge, technical artifacts, approved images and templates, best practices, automation scripts and tooling. Remember that success, rewards, and recognition helps motivate stakeholders and reinforce their acceptance and belief in the vision.

5.3

With continuous measurement and analysis, an organization can improve processes and mature cloud services. Engage in a constant feedback loop to make sure the OCM program is delivering the right outcome at the right time to the right stakeholders.

IN SUMMARY

Remembering that people are the ultimate customer for your cloud investments, focusing on getting them to embrace and use cloud technologies is an unavoidable and vital step in any cloud deployment.

By following this structured approach to OCM, you will have communicated the vision and benefits, built knowledge, fostered collaboration, enabled acceptance and readiness, and minimized resistance and friction.

NEED HELP GETTING YOUR USERS TO THE CLOUD?

Peraton is a leader in cloud user adoption and organizational change management for federal, state, and local government entities. We implement each of these steps with the help of our experienced team of communicators, technologists, and change leaders. We are certified in ISO 9001:2015; ISO 27001:2013; CMMI-DEV maturity level 5; and CMMI-SVC maturity level 3. We hold FedRAMP High and DoD IL5 authorizations for our cloud services and is an active FedRAMP Third Party Assessment Organization.