

SkyPhi OCM Advisory Services

SkyPhi Studios provides Organizational Change Management (OCM) advisory services to clients implementing and sustaining new technology solutions. These advisory services are intended to help clients evaluate and confirm their OCM plans, resources, and outcomes.

Phase	Plan	Build	Test	Deploy	Hypercare
Strategy	OCM Planning Support		OCM Execution Support		Sustainment Support
Tactics	Change Tools & Resources		UAT / Training Guidance	Adoption & OCM Metrics Support	
Practice	OCM Best Practices				

OCM Planning Support	<ul style="list-style-type: none"> • Provide guidance on how to identify potential barriers / resistance to the change • OCM Resource Planning – hiring, roles, responsibilities, OCM Team Structure • Help outline the OCM strategy, key deliverables, timeline • Communication Planning • Training needs analysis guidance 	Change Tools & Resources	<ul style="list-style-type: none"> • Help outline an OCM toolkit containing templates, guides, and resources for managing change effectively • Support the implementation of change management tools 				
	OCM Execution Support		<ul style="list-style-type: none"> • Help provide strategies for Change Leadership Development • Advise on employee engagement – facilitating feedback mechanisms to address concerns and collect input • Provide advice on survey structure, cadence, and help with development • Communications support – review communications, help to outline key messages • Facilitate value narrative conversations • Help with training planning • Provide coaching and support for individuals and teams experiencing resistance 	UAT / Training Guidance	<ul style="list-style-type: none"> • Advise and guide on testing, who should be involved, insights into the test planning process • Insights into employee engagement for UAT • UAT Training insights and key activities • Flag risks or concerns with training coordination and logistics • Change Advocate Network roles and responsibilities 		
			Sustainment Support		<ul style="list-style-type: none"> • Advise and guide on how to collect feedback from stakeholders to identify successes and areas for improvement • Guidance on support throughout implementation 	Adoption & OCM Metrics	<ul style="list-style-type: none"> • Advise on key adoption metrics (e.g. system usage) • Advise on key training metrics (e.g. tracking defects vs. user error)
					OCM Best Practices		<ul style="list-style-type: none"> • Share industry best practices for upgrades and change management • Business process consulting help and guidance