

*"We consistently deliver high quality.
You can count on us."*



ORGANIZATIONAL EFFECTIVENESS & CHANGE MANAGEMENT

VALUE PROPOSITION

IonIdea's Organizational Effectiveness and Change Management consulting solution helps you fully realize your strategic vision.

Our consultants are seasoned industry experts with highly relevant experience and skills in successfully managing organizations through major transitions and in continuously improving organizational effectiveness.

We review, analyze, recommend and help you implement changes required for strategy, business alignment, governance, management, processes and execution plans.

BENEFITS

- ✓ Increase your organizational efficiency and productivity
- ✓ Accelerate and assure your strategic initiatives
- ✓ Reduce your organizational costs for service delivery
- ✓ Implement metrics for organizational effectiveness
- ✓ Transformation to anticipate and embrace change
- ✓ Success in technology, business and market changes

Is your organization as effective as you want it to be in achieving desired business outcomes?

Do you have a planned, top-down, organization wide process to enhance your organization's effectiveness?

Do the beliefs, attitudes, values and structure of your organization enable it to adapt well to new technologies, markets, and challenges?

Organizational Effectiveness and Change Management includes a structured approach to transitioning individuals, teams, business units, and information technology from a current state to a desired future state.

Lack of formal Change Management processes results in organizational noise, inefficiency and in worst cases, abandonment of full implementation of the vision.

ORGANIZATIONAL EFFECTIVENESS

Organizational Effectiveness deals with effectively and efficiently managing the delivery of solutions and services.

It utilizes Business Process Management techniques to align organizations with the needs and wants of its customers. It is a holistic approach that promotes business effectiveness and efficiency while striving for flexibility and innovation.

With respect to Information Technology, Organizational Effectiveness touches upon all facets of IT Service Management (ITSM) and more, including business IT alignment, IT strategy, sourcing strategy, portfolio management, management structure, governance, budgeting, controls, processes, methodologies, SLAs and metrics.

ITIL, CobiT, ITUIP, MOF, USMBOK, and ASL are some of the frameworks used in ITSM.

CHANGE MANAGEMENT

Individual Change

- Awareness of need for Change
- Desire to support Change
- Knowledge of how to Change
- Ability to implement Change
- Reinforcement of Change

Organizational Change

- Change Management Strategy
- Development of Change Leaders
- Change Management Plan
- Transition Plan
- Change Communications
- Skills and Knowledge for Change

Technology Change

- Strategy and Business Alignment
- Portfolio Management
- Governance and Controls
- SLAs and Metrics

ORGANIZATIONAL EFFECTIVENESS INDICATORS

1. **Mission Indicators.** Is the organization mission reflected in success criteria? Do actions and programs reflect mission and vision? Are strategic and business plans aligned with mission? Are decisions at all levels guided by organization mission? Are mission and vision statements communicated throughout?
2. **Strategic Planning Indicators.** Does the organization have a clear strategy that guides organizational programs and activities in the context of the organization's mission and vision? Does it tie strategic planning and performance measurement together? Are the functional areas of the organization involved in the strategic planning process?
3. **Sustainability Indicators.** Does the organization have diverse funding sources? Does it have appropriate financial controls?
4. **Customer Satisfaction Indicators.** Does the organization have well established and publicized channels through which customer can communicate and express opinions and concerns? How is customer feedback handled? What is the customer satisfaction?
5. **Entrepreneurial Indicators.** Does the organization continually pursue opportunities aligned with mission? Does it take the initiative to address unmet customer needs by developing innovative solutions? Does it take responsible risks to develop and promote new programs? Does it use due diligence when approaching new opportunities and challenges?
6. **Outcome Indicators.** Does the organization recognize the importance of incremental improvement? Are procedures in place to measure program and organizational outcomes? Are contributions of individuals towards outcomes effectively measured? Does it review the quality of services to generate improvements? Does it review outcomes in ways that are innovative and useful to guide decision making by the leadership? Are outcomes reflective of the organizational mission?
7. **Adaptability Indicators.** Does the organization analyze whether and how the changing environment can work to its advantage? Does continuous innovation and learning prevail throughout? Is technology current and appropriate to services provided? Does it use partnerships, strategic alliances and collaborations to leverage opportunities? Does it have plans for the future for its competitive advantage?
8. **Organizational Structure Indicators.** Does the organizational structure reflect and support the strategy and vision of your organization? Does it have clear lines of authority and responsibility? Does the organization have the right kind of resources: financial, staff, time, technology etc.?
9. **Leadership and Management Indicators.** Does the organization have a program to prepare qualified leaders? Is shared leadership across the organization encouraged? Is credit shared?
10. **Human Resource Indicators.** Does the organization have the appropriate process and system to attract, reward, retain, value and develop talented people, including emerging leaders? Does it support a diversity of ideas?

*"We will not leave any stone unturned
until you are satisfied."*

CONTACT



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