

Adoption and Sustainment

Enhancing Value Creation

Goals

To realize the expected benefits and continually increase the value of our business solutions designed to meet business needs.

Focus on enabling business capability through execution of an effective adoption and sustainment model.

Adoption Model

The adoption model supports how people adopt new technology, processes, and behaviors over time.



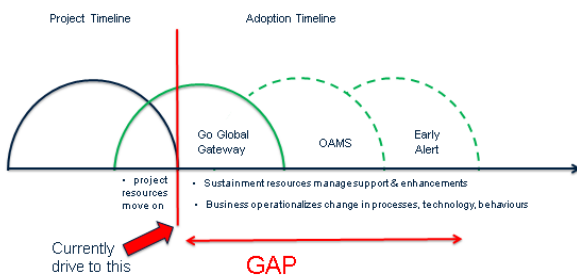
Commitment – obtaining the necessary desire to engage in the change. Results: Readily Achieved.

Capability – having the knowledge and ability to be successful with the changes. Results: Targeted Success.

Participation – reinforcing the change to ensure continued adoption and sustainment of the change. Results: Needs focus, attention and resources.

Lessons Learned

Project / Adoption Timelines

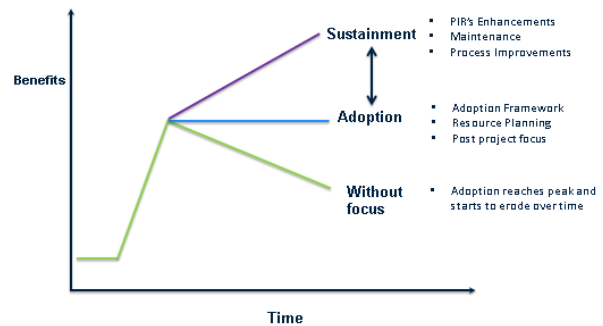


- Adoption extends beyond the project timeline
- Current planning and budget model doesn't:
 - identify total cost of service
 - provide post-project for governance, goals, or business or IT resources
- Importance of planning for post-project adoption & sustainment during the project lifecycle.

The Value Gap

In order to realize benefits and increase value over time, Adoption and Sustainment must be planned and executed past the initial project timeline.

Participation – ROI



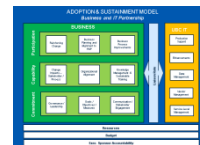
Budget Impact

All cost categories (one-time, recurring) need greater attention earlier in the planning cycle.

\$\$\$	Budget Item	Rating	Comment
One Time	• IT Development Cost	Yellow	Includes IT resources, HW/SW
	• Business Backfill on project	Red	Subject Matter Experts and other business resources for project. Not currently budgeted in project
Ongoing	• Business Operations post project	Red	Resources required to steward, train, operationalize new processes. Not currently budgeted post-project
	• Production Support	Yellow	Requires additional resources
	• PIR/Enhancements	Yellow	Additional resources to support enhancements
	• S/W Maintenance / Support	Yellow	Find the \$\$ after the fact

New Model for Adoption and Sustainment

The new model takes into account key activities and resources to ensure success for ongoing adoption and sustainment to enable:



- Student Learning
 - **Longer term benefits realization** supporting UBC's goals to promote student success and well-being.
- Outstanding Work Environment for Faculty and Staff
 - **Improved visibility** into resource requests, business operations, ensuring efficiencies and supporting collaboration
- Sustainability – strategic planning culture
 - Early identification of **total project and recurring adoption and sustainment cost**

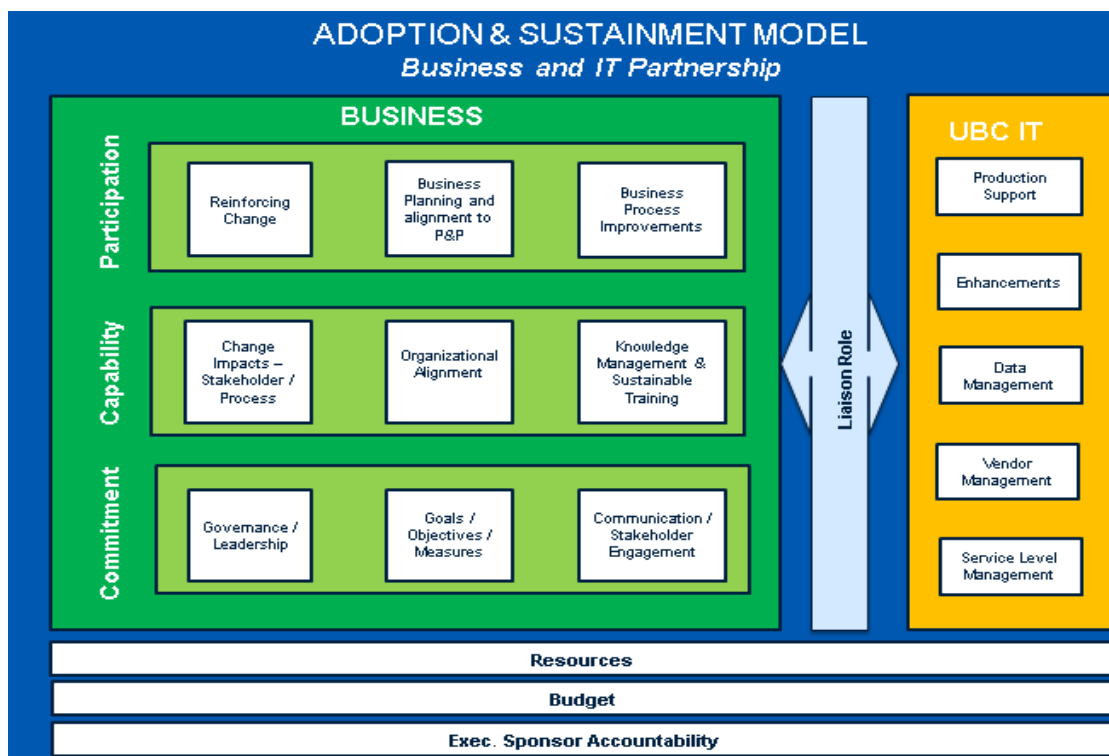
Adoption and Sustainment Enhancing Value Creation

Adoption & Sustainment Model

The model represents a partnership between the Business (Admin Units, Faculties) and IT to realize business benefits and continuous value creation when establishing (or renewing) business capability through IT solutions in both project and operations phases.

The intent is to provide a framework for sustaining accountability, resource and budget requirements to enable effective support for people to address organizational change activities needed to ensure ongoing adoption and realization of goals, benefits and value.

The model consists of a framework document outlining the details of each component area and a planning document which will be used during the project lifecycle and operational environment to ensure successful adoption and sustainment.



Model Components

- **Business:** represent the key areas of commitment, capability and participation to influence the organization and individual to be successful with changes resulting from new processes, behaviours, and technologies
- **IT:** address foundational service and technology support areas to operate the business solution
- **Liaison:** facilitates the execution of all activities within the model (examples of similar roles are: Enrolment Services Center for Excellence, MedIT Service Owner, Sauder BTMO)
- **Executive Sponsor Accountability, Budget and Resources** are foundational components that span business and IT areas and are necessary to ensure changes are legitimized to ensure overall success