MALAYSIAN PUBLIC SECTOR OSS MASTER PLAN
PHASE III – SELF RELIANCE

CHANGE MANAGEMENT PLAN

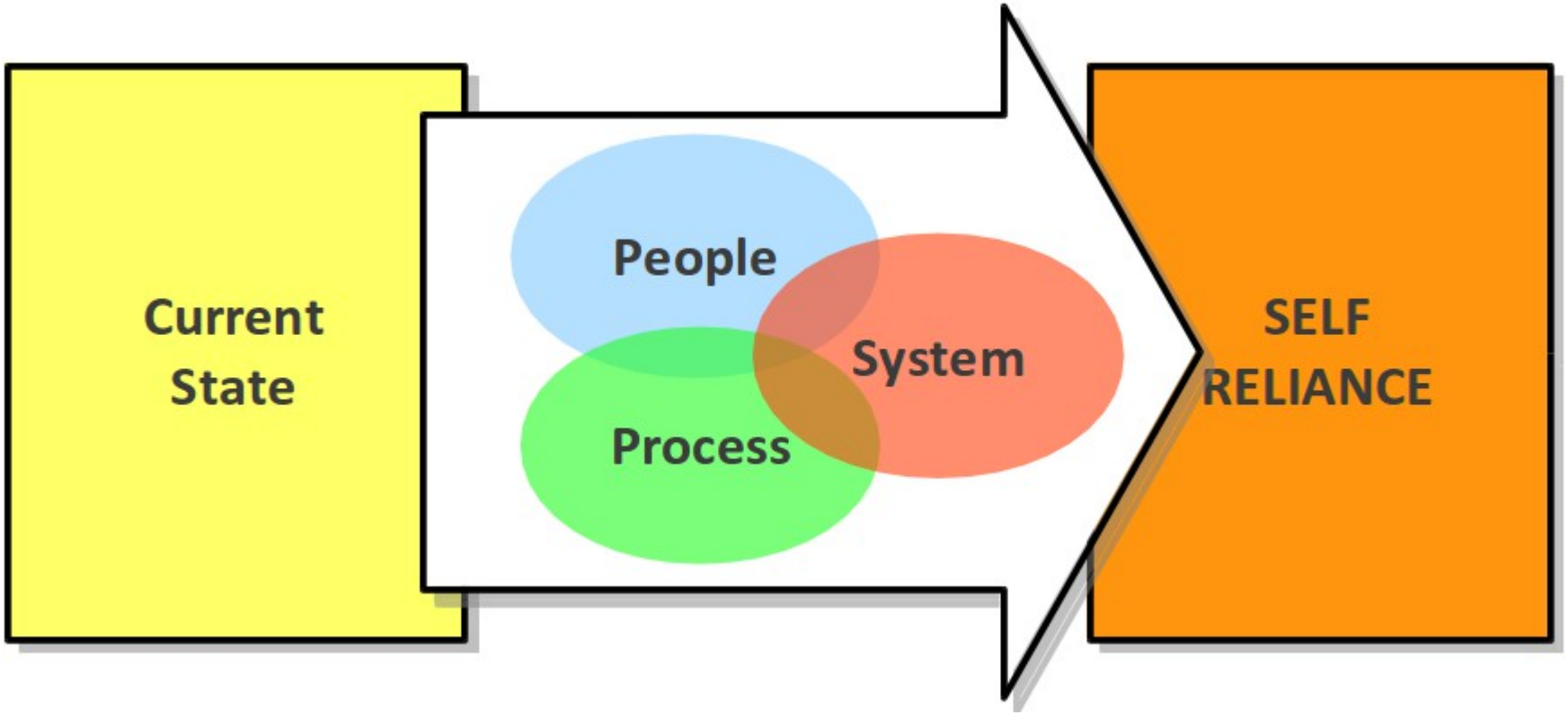
Public Sector OSS Master Plan Phase III – Self Reliance

Self Reliance Workshop (1)

Objectives

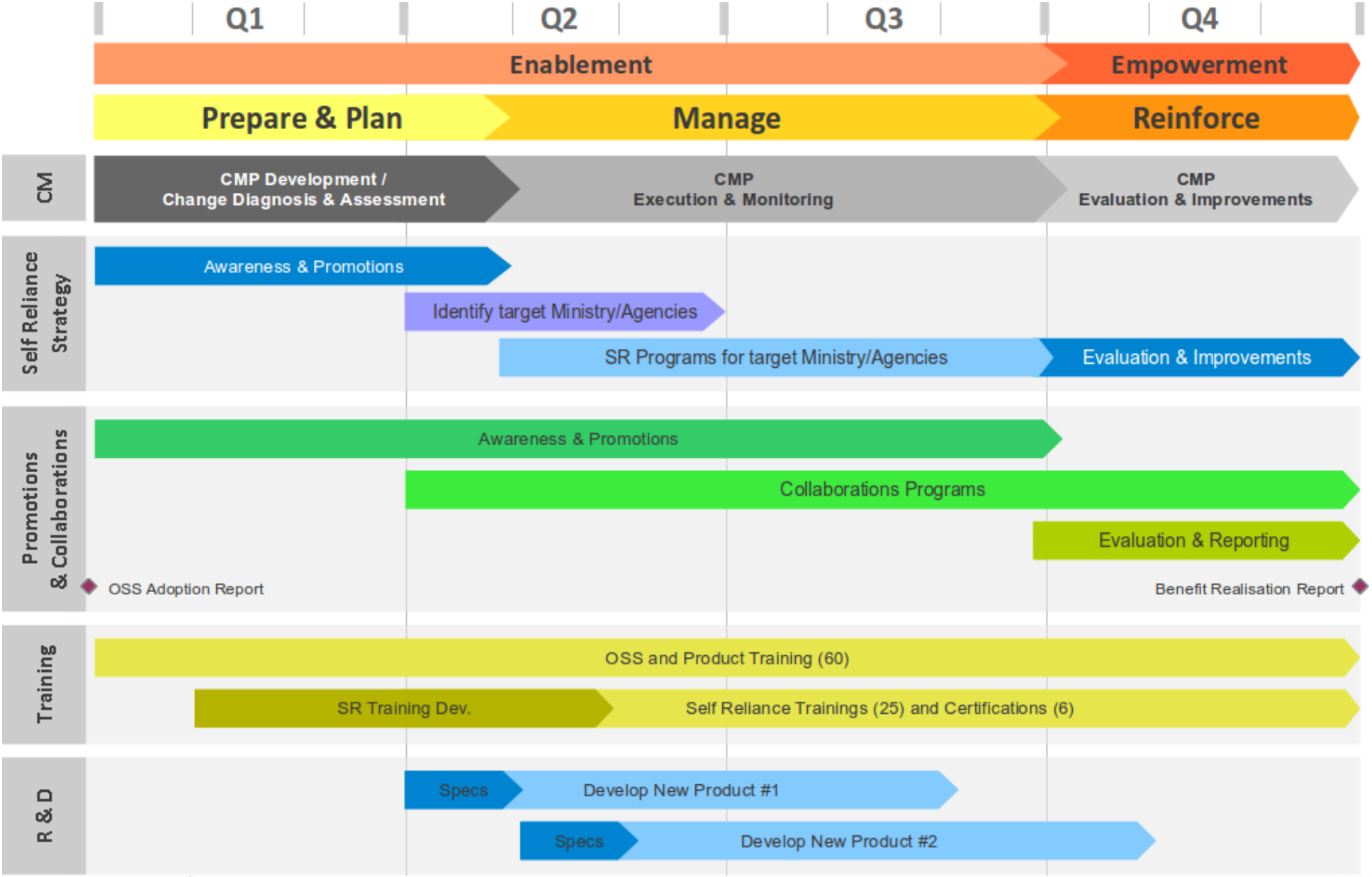
- To engage the government agencies and stakeholders and prepare them for the Phase III - Self Reliance strategies;
- Identify activities that will help to ensure a smooth transition for everyone involved and impacted by the Phase III implementation;
- Diagnose the root cause for resistance by focusing on communications and identifying the barrier points to change;
- Provide a framework for the government agencies to implement the required improvements;
- Communicate the various areas of information to the specific levels of the agencies.

Change Management Plan



Areas Impacted By Change Towards Self Reliance

Change Management Strategy



Change Management Plan

CMP PHASE 1

PHASE	Awareness, Change Diagnosis and Assessment
OBJECTIVES	To obtain structured information through surveys and interviews
ACTIVITIES	• Conduct promotion and awareness activities • Gather relevant documents • Conduct Change Readiness Assessment (CRA) • Conduct Change Impact Analysis (CIA)
DELIVERABLES	• CRA Report • CIA Report

Change Management Plan

CMP PHASE 2

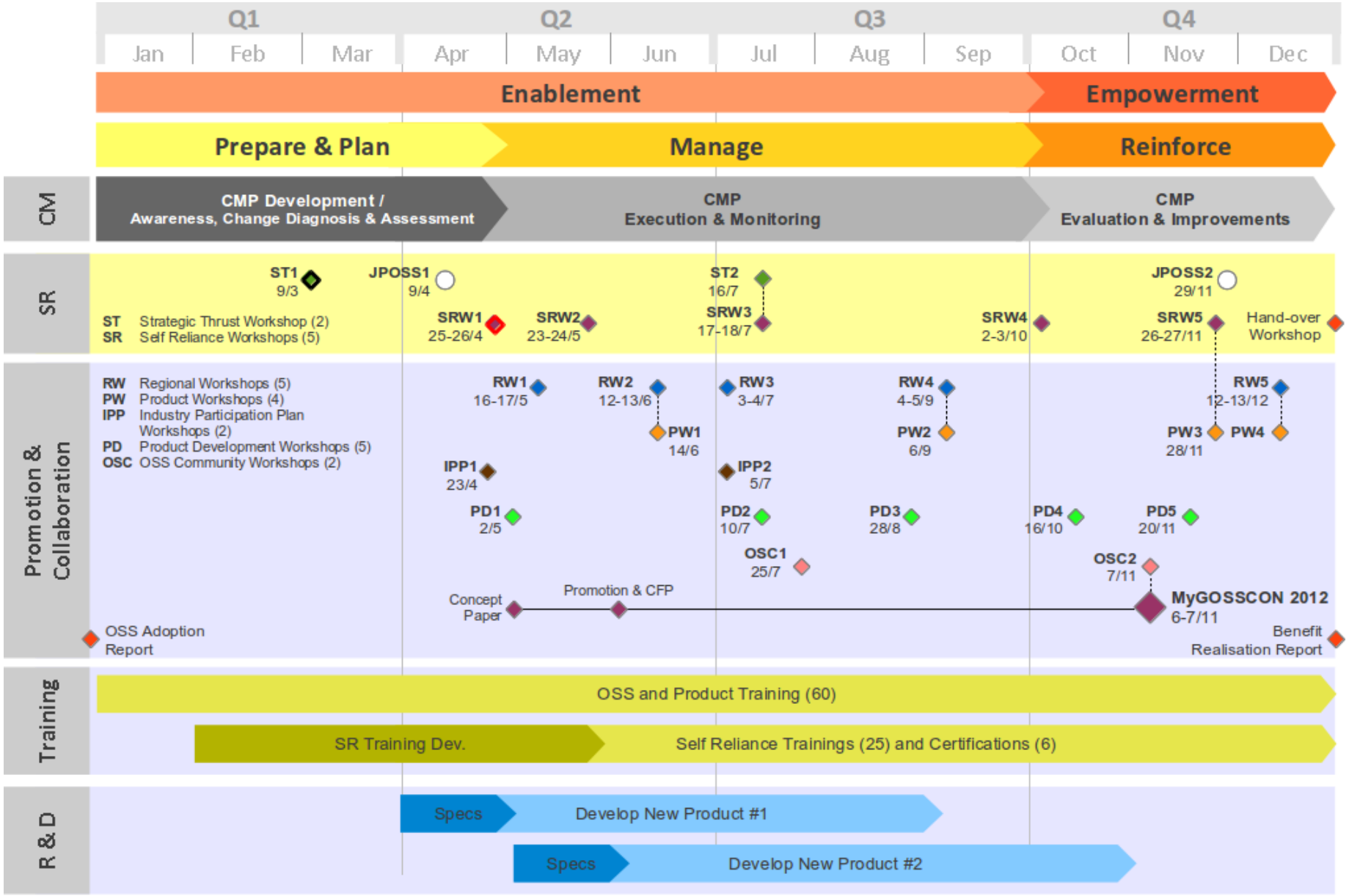
PHASE	CMP Execution and Monitoring
OBJECTIVES	To execute CMP and conduct on-going monitoring
ACTIVITIES	• Setup and enable CM team • Execute and monitor CM plan • Conduct technology assimilation programs
DELIVERABLES	• Identify change agents • Deploy change management programs

Change Management Plan

CMP PHASE 3

PHASE	CMP Evaluation and Improvements
OBJECTIVES	To conduct CMP evaluation and improvements
ACTIVITIES	Evaluate and improve Self Reliance implementation
DELIVERABLES	Post implementation review report

Change Management Activities



Public Sector OSS Master Plan Phase III – Self Reliance

Self Reliance Workshop (1)

Strategic Thrust Workshops (ST1 - ST2)

STRATEGIC THRUST WORKSHOPS (ST1 - ST2)

Work-shops	Date	Themes and Objectives	Expected Output
ST1	9/3/2012 **(Completed)**	**Awareness & Input** To provide awareness on the Self Reliance strategies and activities to key stakeholders and collect inputs and feedbacks to fine-tune the change management plan and activities	• Input and feedbacks for Self Reliance Strategic Thrust activities and timeline • Questionnaire for Self Reliance Survey
ST2	16/7/2012	**Monitoring and Evaluation** To conduct monitoring and evaluation session with key stakeholders to ensure the change management activities progress as planned. Gather further inputs and feedbacks for continuous improvement of the change management plan and activities	• Self Reliance Implementation Progress Report

Self Reliance Workshops (SRW1 - SRW5)

Work-shops	Date	Themes and Objectives	Expected Output
SRW1	25-26 Apr 2012	**Awareness** To provide awareness about Self Reliance CMP among stakeholders involved in the change process and evaluate their readiness	• **CM team** for agencies are identified • **Agencies readiness level** identified (based on CRA) • Agencies understand OSS Self Reliance program
SRW2	23-24 May 2012	**Commitment** To get commitment from the stakeholders that the changes are desirable and beneficial	• Agencies have their own **OSS migration plan** based on OSCC Implementation Guidelines • Agency-specific **OSS policy and guidelines**
SRW3	17-18 Jul 2012	**Knowledge** (Preparation) To prepare the stakeholders with knowledge and skills to implement the changes	• Agencies have **trained the implementation and support teams** • Agencies have **promoted and communicated the changes** to all participants

Self Reliance Workshops (SRW1 - SRW5)

SELF RELIANCE WORKSHOPS (SRW1 - SRW5)

Work-shops	Date	Themes and Objectives	Expected Output
SRW4	2-3 Oct 2012	**Ability** (Management) To assist and facilitate the Agencies and stakeholders in establishing the required technology infrastructure and support structure.	• Agencies have established **technology infrastructure** • Agencies have established **implementation support structure**
SRW5	26-27 Nov 2012	**Reinforcement** (Sustainability) To facilitate the Agencies in analysing the implemented changes and improvise for improvements and sustainability	• Post implementation report

Self Reliance Readiness Levels

LEVEL	SR1	SR2	SR3	SR4	SR5
Readiness Levels / Implementation Areas	Aware-ness	Commit-ment	Knowledge	Ability	Reinforce-ment
OSS Migration Plan		✔	✔	✔	✔
OSS Policy & Guidelines		✔	✔	✔	✔
Human capital			✔	✔	✔
Infrastructure				✔	✔
R&D					(✔)
Collaboration					(✔)

(✔) Optional – at least one implementation area

Criteria for SR Readiness Levels

SR1	SR2	SR3	SR4	SR5
Awareness	• Established OSS / Change Management Team • Established OSS Migration Plan • Established OSS Policy and Guidelines (ST1)			
	ST3 >	• Have trained and certified OSS team • Provides in-house OSS training		
		ST2 & ST4 >	• Implemented OSS solutions in at least one (1) solution area • Established dedicated OSS technical support team • Established online helpdesk support for OSS	
			ST5-7 >	• Shares OSS resources • OSS collaboration with other agencies, IPTA or OSS community; OR • Established dedicated OSS support team • Performs OSS R&D projects

SR Readiness Activities

SR1

- Acquire awareness on OSS Self Reliance program
- Establish OSS / Change Management Team
- Understand OSS and OSCC Policy & Guidelines for implementation at agency
- Develop OSS Migration Plan

SR2

SR Readiness Activities

SR2

- Train OSS team
- Get certifications for selected or all OSS team members
- Develop and provide in-house OSS training

SR3

SR Readiness Activities

SR3

- Implement OSS solutions in at least one (1) solution area
- Establish dedicated OSS technical support team
- Establish online helpdesk support for OSS

SR4

SR Readiness Activities

SR4

- Shares OSS resources
- OSS collaboration with other agencies, IPTA or OSS community

OR

- Establish dedicated OSS R&D team
- Perform OSS development projects

SR5

Way forward

- ✔ ‘Buy in’ from key stakeholders in the ministries on OSS Self Reliance
- ✔ Progressive and ideally least disruptive adoption activities where deployment of OSS systems is done on ‘fit-for-purpose’ basis
- ✔ Alignment of agencies’ OSS initiatives with the respective agencies’ overall mandate, goals and the Malaysian government’s transformation programs
- ✔ Agencies’ effort to play active ownership roles and champion the cause of OSS within their respective areas
- ✔ Continuous support from OSCC in fostering a healthy OSS ecosystem and enforcing compliance to global standards

Thank You

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