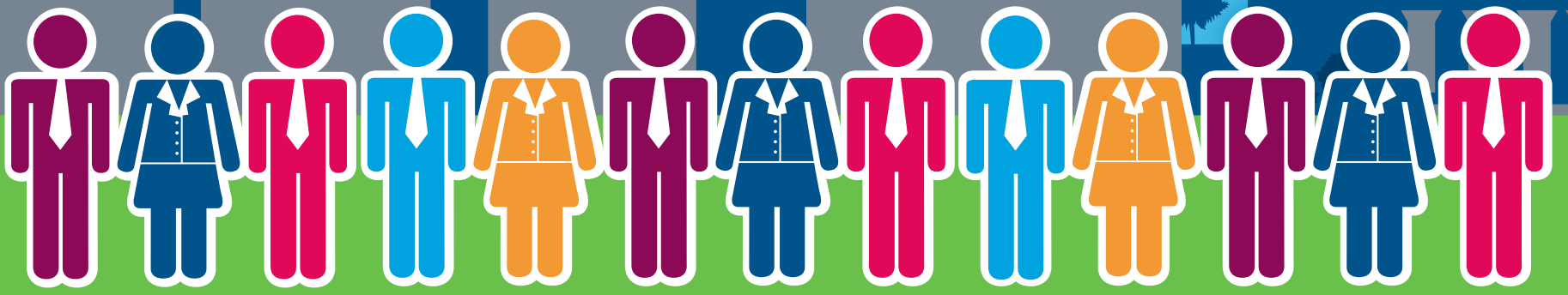


# ARE YOU A CANDIDATE FOR CHANGE MANAGEMENT?



## What to Do When Failure is Not an Option

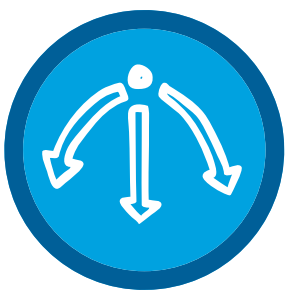
Change is inevitable for any organization, but the extent to which companies successfully manage change can be the differentiator between long-term growth and stunted results. Year after year, studies show that most large-scale IT implementations ultimately fail, with not even one-third of IT projects completed successfully.<sup>1</sup>

Proper design and development are not enough. Any change implementation that has the potential to disrupt productivity

is prone to failure if not guided by a well-executed change management strategy. Missing the optimal change management window can result in a domino effect of damage to the organization, including financial, infrastructure, customer and employee satisfaction losses.

ICF International brings its change management expertise to projects in which the value of an independent party's objective lens is recognized.

### Is Change Management right for your project? Consider the following questions:



**Are you preparing to implement a mid- to large-scale technology project or a process re-engineering?**

Major change can be triggered by mergers, acquisitions, downsizing, reorganizing, relocating, upgrading...the list goes on.



**Do you need to tell people about this project?**

Consistent communication helps individuals anticipate change, understand the purpose for it, and engage as needed.



**Will your project impact people's jobs?**

Considering the organization holistically, stakeholders may include everyone from customers to employees to external suppliers.



**Are you likely to encounter resistance?**

Buy-in and support are best cultivated by comprehensive communications that ensure those impacted are notified and educated appropriately.



**Will any workers' roles or staffing levels change/shift?**

Essential to assessing current and future states are pre- and post-implementation analyses of business processes, job roles, and staffing levels.



If you answered yes to any of these questions, your project's chances for success will depend on an effective framework for change management that:

- Analyzes the opportunity.
- Builds a plan that centers around people, processes, and technology.
- Executes according to plan.

ICF helps clients understand, articulate, and communicate change and its potential impacts throughout the organization. Our model helps guide our clients through a process that is systematic, yet flexible in its application. Each change opportunity is unique, and ICF is nimble enough to know when and how to adapt our approach accordingly.

<sup>1</sup> 2015 CHAOS Report, Standish Group (<http://www.infoq.com/articles/standish-chaos-2015>)

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About ICF  
ICF (NASDAQ:ICFI) is a leading provider of professional services and technology-based solutions to government and commercial clients. ICF is fluent in the language of change, whether driven by markets, technology, or policy. Since 1969, we have combined a passion for our work with deep industry expertise to tackle our clients' most important challenges. We partner with clients around the globe—advising, executing, innovating—to help them define and achieve success. Our more than 5,000 employees serve government and commercial clients from more than 65 offices worldwide. ICF's website is [icf.com](http://www.icf.com).

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