

## Action plan



### Preparing for a new investment in technology

Once you have made a decision on using a new technology, the next step is to plan how it will be implemented. Looking at the impact on processes and user needs, including preparing an effective training plan, are critical to making your investment pay off.

- **Effort:** Medium
- **Impact:** Medium

#### Actions:

**Sense check whether the tool you're investing in meets users' requirements and tackles the root cause of any problem it's supposed to solve.**

- **Impact:** High
- **Suggested duration:** 5 days
- **Why this will help:** Starting with goals and needs helps frame the implementation process. Looking back through the process that led you or your team to pick the tool gives you the grounding for making the investment.

**Look at the process the technology will impact and consider any knock-on effects – both positive and negative – of bringing it into the business.**

- **Impact:** Medium
- **Suggested duration:** 21 days
- **Why this will help:** There may be resource implications of implementing the new technology. This includes employees' workloads, so it's important to make sure you're prepared.

**Work out the cost of the proposed technology, including the outlay the business must make and the time saved.**

- **Impact:** Medium
- **Suggested duration:** 10 days
- **Why this will help:** Calculating the costs of the tool allows you to forecast effectively. Balance this with the time saving – making processes more efficient allows employees to do more, even if it doesn't show up on your profit and loss statement immediately.

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### **Develop a training plan to make sure employees can use new technology effectively.**

- **Impact:** High
- **Suggested duration:** 21 days
- **Why this will help:** For processes to work effectively, you need employee buy-in and for them to be able to use new tools effectively. Failing to train the team may lead them to ignore or misuse new tools, making the investment ineffective.

### **Once you feel prepared for a new technology investment, move forward and implement the technology.**

- **Impact:** High
- **Suggested duration:** 30 days
- **Why this will help:** Once you've got all your ducks in a row, it's time to make the investment and start reaping the benefits.

### **How will I know if my action plan is working?**

#### **Way to measure success**

Staff satisfaction survey results

#### **Why this metric?:**

Whether gathered anonymously or not, staff satisfaction surveys help gauge the sentiment of your people as changes are made and impacts felt.

#### **How do I start tracking?:**

Use an online survey to get feedback from members of staff three and six months after making changes to see what impact it has had.