**Activity 1: Change management answers**

While watching the video, make bullet point notes on the following topics below. These can apply to any of the case study organisations.

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| **Digital technologies involved** | **Reasons for change** |
| National Highways:   * Microsoft teams, Azure DevOps (Project management), Power BI (Data visualisation), SharePoint   Google:   * Google online documents, smartphones, AI processing, Wi-Fi   Peak Demand:   * Email, video calling, mobile broadband, smartphones | National Highways:   * Move away from old legacy systems that fail to communicate and different levels of staff skills, moving all staff to SharePoint for consistency.   Google:   * New projects can get very expensive if custom hardware is required, limiting creativity.   Peak Demand:   * Traditional paper-based documents needed staff and clients to work together; this produced multiple hard copies, travelling and wasted mock-ups. |
| **How was change delivered?** | **Examples of change difficulties** |
| National Highways:   * Choosing one platform (SharePoint) for all staff and making sure training is consistent. * Always working with stakeholders.   Google:   * Use off-the-shelf hardware for new AI projects, including smartphones and cameras, connectivity they all include.   Peak Demand:   * Move to cloud-based document creation platform that all stakeholders (staff and clients) can collaborate on from any location. | National Highways:   * Planning document structure and navigation for all users.   Google:   * Connectivity between devices. * Using devices in new ways. * Making sure systems are easy for all to use.   Peak Demand:   * App/Device compatibility and connectivity, needed to update specification and home users. * Unreliable home internet connections. * Need for stakeholder training. |