

Project to implement a predictive chat service

Deakin University Library





Outline

1. Of all the ideas, why this one?
2. How do you generate support?
3. How do you address resistance?
4. If you use a project plan, when?
5. What do you evaluate?
6. How long did it take?

Of all the ideas, why this one?

My boss asked me to work on it.

'You can do a lot of good if you
don't care who gets the credit'

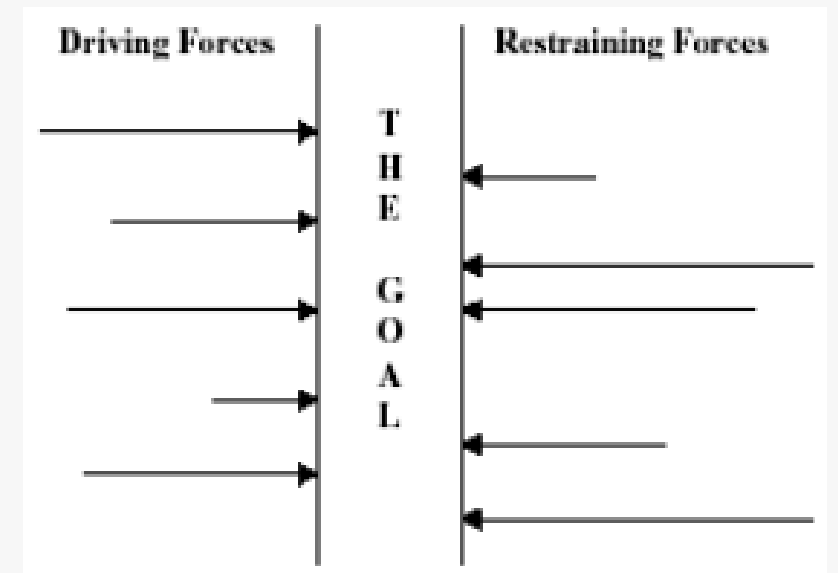
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Support & Resistance

How can you generate support?
How can you address resistance?



Kurt Lewin



Support & Resistance

Driving Forces

- Boss
- Organisational vision
- Existing examples
- All the people saying no

Restraining Forces

- 'It's been tried before'
- Tech questions
- Staffing
- Multiply by infinity

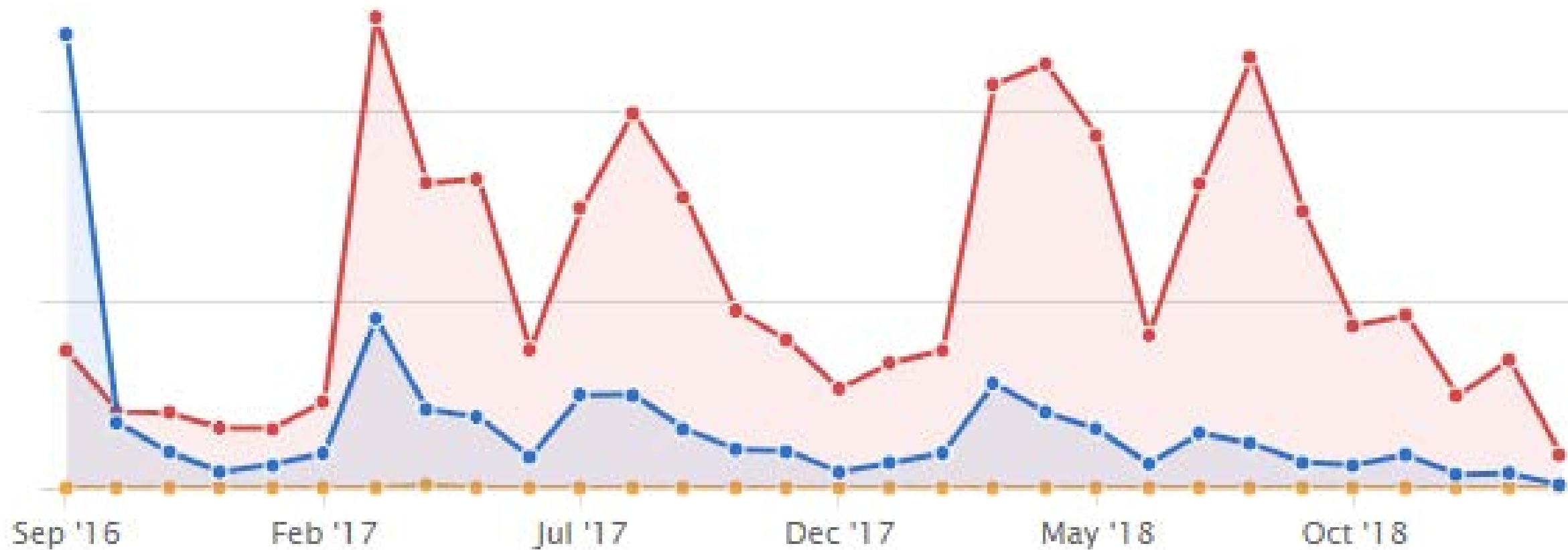
Project plan

If you use one, when?

- Alignment
- Stakeholders
- Enviro scan
- Milestones



Evaluation: September 2016 – February 2019





Timeline

- » May 2016 – Start
- » June – Planning & research
- » July – Planning & research
- » August – staff training & technical work
- » September 2016 – trial begins

Kanter's Law

“Everything looks like a failure in the middle.”

» <https://hbr.org/2009/08/change-is-hardest-in-the-middle>



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Thank You



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