Change Management v. Project Management Triangles:

Is it a Fight or a Dance?

February 20, 2025

The Contenders…err, Presenters

Donna Thompson - Change Manager

- 22 years managing change at the University of Notre Dame
- BS in Journalism
- MS in Occupational and Technical Education
- Prosci Certified

Miranda VanNevel - Project Manager

- 20 years as a Project Manager
  - 10 years in corporate
  - 10 years at the University of Notre Dame
- BS in Computational Mathematics
- MS in Project Management
- PMP Certified
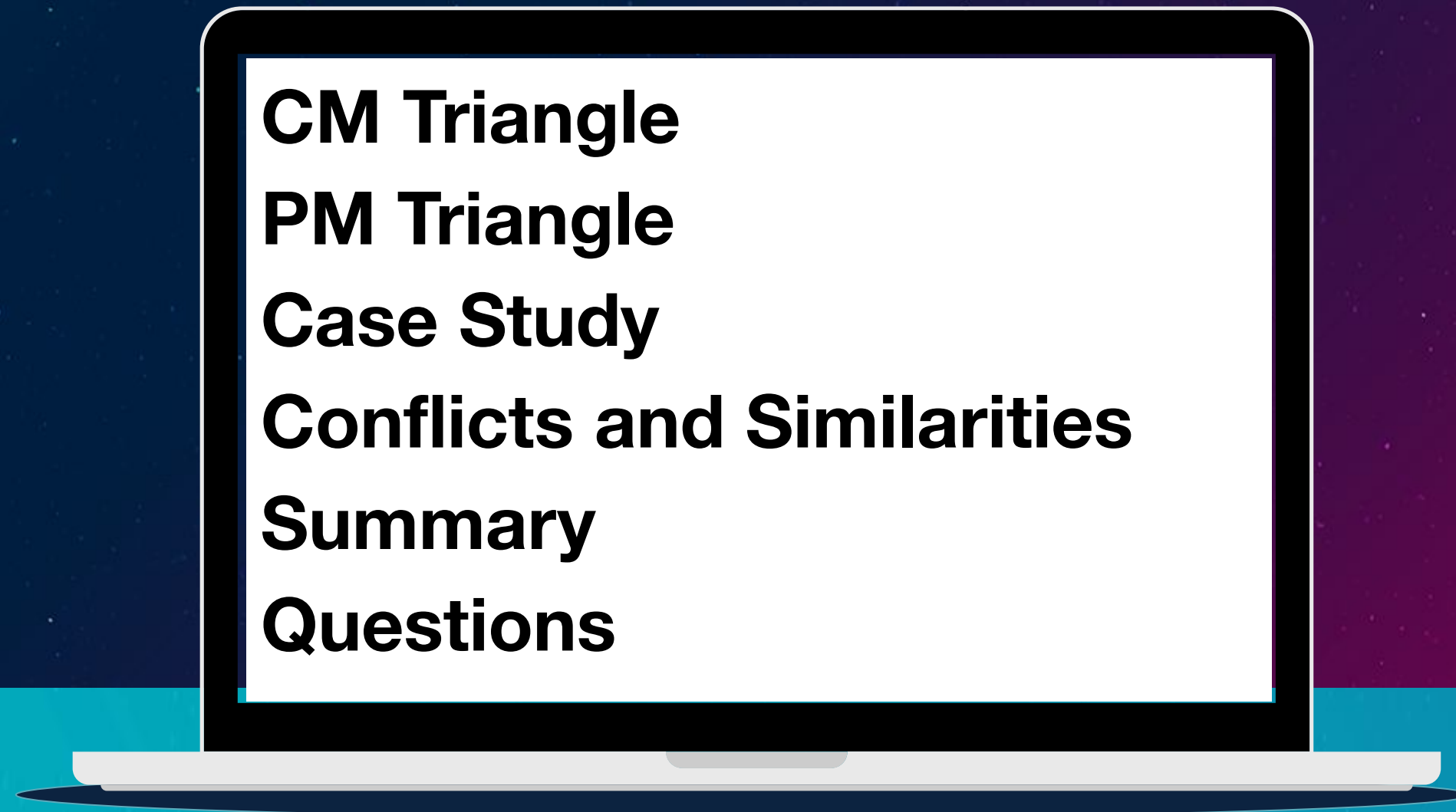
The Program

CM Triangle
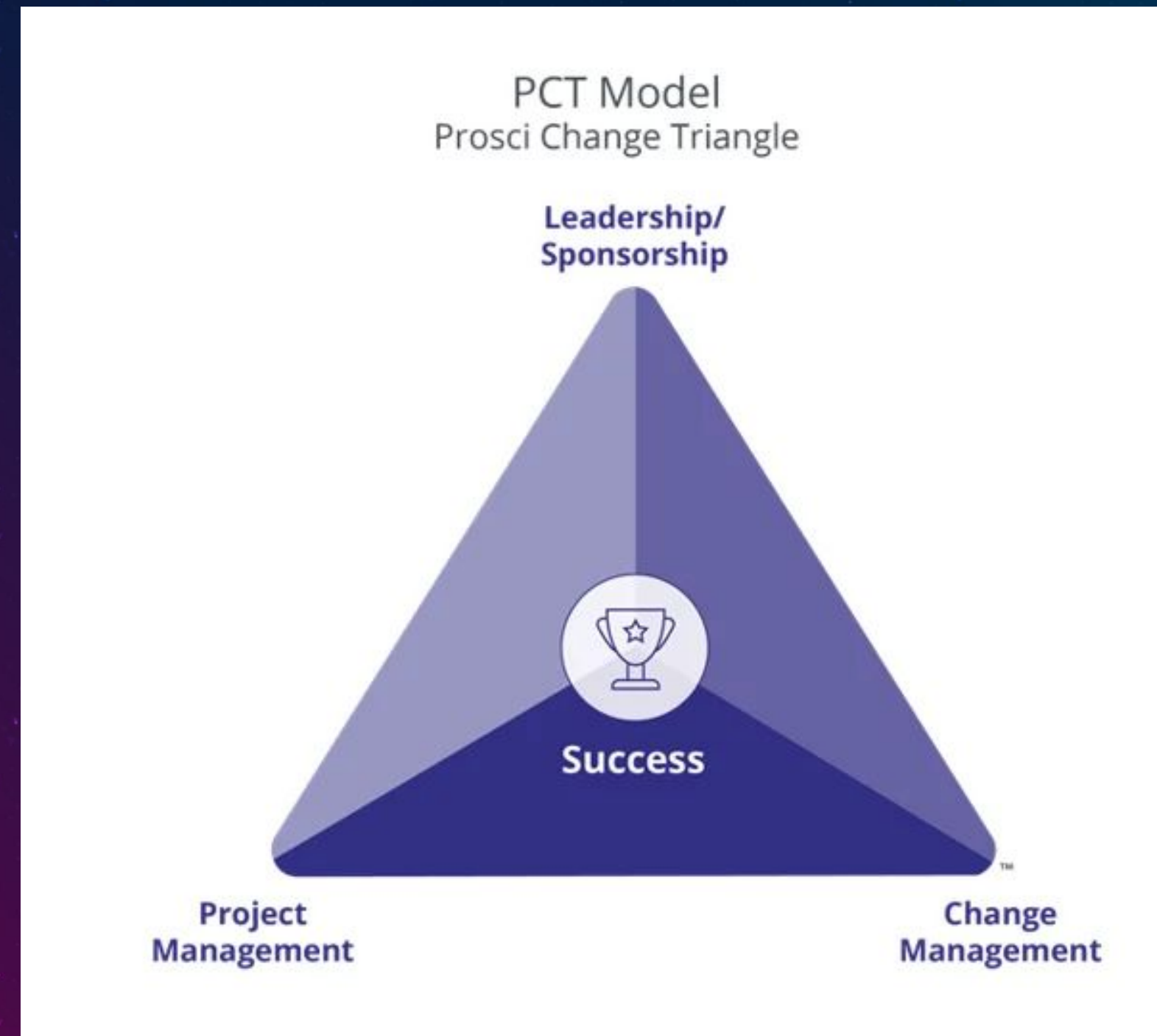
PM Triangle

Case Study

Conflicts and Similarities

Summary

Questions

Speaking of Triangles . . .

Prosci Change Triangle

PCT Model
Prosci Change Triangle

Leadership/
Sponsorship

Success

Project
Management

Change
Management

PEOPLE
The human capital driving innovation, decision-making, and value creation.

TECHNOLOGY
The tools and systems that support and amplify human efforts and processes.

PROCESS
The systematic approaches that structure and streamline operations.

Change Management Triangle

Change Manager's Goals

- Minimize Disruption
- Ensure Successful Implementation
- Engage and Communicate with Stakeholders
- Manage Resistance
- Support Employees

Cost
The project's labor and non-labor costs.

Scope
The project size, deliverables, and boundaries.

Time
The project duration, milestone deadlines, staffing hours, and more!

Project Management Triangle

Project Manager's Goals

- Move from Planning, through Execution, to Close
- Be:
  - On Time
  - On Budget
  - Within Scope
- Quality deliverable, quality technical solution
- Transition to a <u>supported</u> product

Case Study: Negotiating a Change

Project Background

- **Project Description:** Implement and promote 1Password
- **Scope:** Faculty and staff

- **Original Timeline:**
  - Planning - December through February
  - Rollout - March
  - Project close - April
- **Current Date:** February 28th (not a leap year)

Discussion: What do the Project Manager and Change Manager need to think about?

The NEGOTIATION...

Miranda VanNevel

	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT
Original	Planning			Rollout	Close						
PM	Planning					Rollout		Close			
CM	Planning								Rollout		Close
Compromise	Planning						Rollout			Close	

Conflicts

- Technical vs People
- Definitions of success
- Communication
- Work independently
- Resource allocation
- Definition of stakeholders

Similarities

- Same goal
- PM is CM's stakeholder, CM is PM's stakeholder
- Risks
- TRUST!
  - CM trusts that the PM will deliver a quality product
  - PM trusts that the CM will get people to use it!

Summary - Is it a Fight or a Dance?

PM's want a **QUALITY PRODUCT** with a high adoption rate

CM's want a quality product with a **HIGH ADOPTION RATE**

Quality + Adoption Rate = SUCCESS!

Donna Thompson, Change Manager - dthomps1@nd.edu
Miranda VanNevel, Project Manager - mvanneve@nd.edu

UNIVERSITY OF NOTRE DAME | INFORMATION TECHNOLOGY