

Examples of Experience



Strategic Alignment

Work

Served as organizational change management strategy advisor.

Client

University of Texas

Contact

Pat Jones

pat.jones@austin.utexas.edu

Grange Insurance

Linda Roubinek

roubinekl@grangeinsurance.com

CardinalHealth

Michelle Longo

michelle.longo@cardinalhealth.com

Designed OCM strategy and work plan to support nine work streams of the Cyber Security initiative.

Nationwide

George Armstrong

glkn04@gmail.com

Presented well-received session at the ACMP Global Conference on how to adapt change management strategy to an agile project methodology. Los Angeles, CA, April 2013.

Association of
Change Management
Professionals

Nikole Fridenmaker

nfridenmaker@acmpglobal.org

Defined/executed comprehensive organizational change management methodology to support the transformation of the State of Ohio OAKS ERP system to a managed services provider.

State of Ohio

Darlene Wells

dwells67@sbcglobal.net

Led the implementation of new governance model required to support the addition of PeopleSoft Campus Solutions 8.9 to the existing PeopleSoft Financial and Human Capital modules.

The Ohio State University

Nanci Gobey

gobey.1@osu.edu

Designed, developed and conducted strategic visioning session for county human resource executives. Produced action plan to execute new strategy.

Ramsey County,
Minnesota

Ben Peavey

bpev@aol.com

Supported the university's mission to expand the number of students who study abroad by automating the program budgeting function. Designed the electronic spreadsheet and converted more than 60 study abroad programs and faculty from a paper to electronic budget in less than two months.

Michigan State University

Debra Peterson

dpeterson@albion.edu



Organizational Strategy

Work

Successfully organized and executed the SAP system role mapping efforts to support > 4500 end users for a National implementation across the United States, Mexico and Canada.

Led the consulting effort to help the CIO improve customer service and operating efficiency across all OIT Teams. The AssessIT Project identified areas for improvement, documented related processes, and determined the impacts of process improvements to staff and customers.

Served as the organizational design specialist for The Ohio State University Arts and Sciences Business Process Reengineering Project. Led the effort to translate the impact of recommended business process changes to staffing levels/roles, determine the net change in required full-time equivalent (FTE) staff, create the new organizational structure, identify new knowledge, skills and abilities required to execute the new roles, write position detail descriptions for new roles in compliance with existing university classifications, and apply the university compensation model to new positions.

Led the more than 30 member, \$7 million budget Accenture Change Management Team responsible for supporting the three-year statewide implementation of Oracle PeopleSoft Financials and Human Capital Management. In this role, managed operations associated with agency readiness, communications, business process reengineering, benefits management, and training. Designed the overall change management strategy, work plan and resource estimating model.

Client

CardinalHealth

The Ohio State University

The Ohio State University

State of Ohio

Contact

Cindy Adkins

Cindy.adkins@cardinalhealth.com

Sandra Li

li.8@osu.edu

Brad Harris

harris.54@osu.edu

David White

dlewiswhite@gmail.com



Employee Engagement and Team Building

Work

Designed, developed and facilitated retreat to improve the working relationship between trainers representing different student enrollment services offices.

Analyzed the impacts of process and policy changes at both the individual and the business unit levels. Identified skill gaps that served as the basis for learning activity development and deployment. Designed and implemented robust knowledge transfer and on-boarding program to speed up the integration of new team members.

Managed seven teams, with a total of 37 site support coordinators and staff, responsible for pre-and post-implementation site support for a 29-county regional rollout representing 300 users. Also managed post-implementation site support for 36 county Prosecuting Attorney offices.

Led the PeopleSoft Student Administration Change Management Team, consisting of five Accenture and ten client members. Managed organizational and training design, development and implementation efforts for PeopleSoft Recruiting and Admissions rollouts and managed the Change Management production support team for modules already in production. Designed and staffed long-term change management organization.

Designed, developed and facilitated workshop to promote a better working relationship between the MSU Study Abroad Office and its academic advisors.

Improved relationship, collaboration and productivity between two teams of unionized employees co-located in a federally-funded research center.

Client

The Ohio State University

NiSource

State of Michigan

University of Michigan

Michigan State University

Michigan State University

Contact

Jeff Allen
allen.728@osu.edu

Vickie Mercer
vm Mercer@nisource.com

Susan Zakrzewski
suezak_2000@yahoo.com

Holly Nielsen
hnielsen@umich.edu

Debra Peterson
dpeterson@albion.edu

Mary Kennedy
mkennedy@msu.edu



Learning Strategy

Work

Designed learning program that consolidated curriculum for undergraduate and graduate admissions and undergraduate orientation. Developed interactive introductory self-study course for new team members. Project completed in five weeks.

Client

The Ohio State University

Contact

Kara Miller
miller.3132@osu.edu

Led the PeopleSoft Student Administration Change Management Team, consisting of five Accenture and ten client members, responsible for designing, developing and delivering training of 60 courses, for more than 500 sessions, to support a composite training audience of 5,000.

University of Michigan

Holly Nielsen
hnielsen@umich.edu

Nationwide upgraded the project management and time entry tool used by 8000 information technology employees. Served as the Organizational Change Management Lead for the project. In this role, designed and executed the OCM strategy, communications, user readiness and learning strategies. Designed and delivered a successful non-conventional learning approach in less than two months.

Nationwide

Jane Gray
grayj12@nationwide.com



Messaging and Communications Strategy

Work

Designed messaging strategy and managed communication plan for new financial system implementation. Design key message program to cascade messages through 40-member unit liaison program.

Client

University of Maryland
College Park

Contact

John Farley
jfarley@umcp.edu

Designed and delivered Communications Workshop for nearly 100 agency liaisons for statewide Oracle PeopleSoft Financials and HR ERP implementation. Provided quality assurance oversight for messages and publications.

State of Ohio

Steve Lampe
slampe@sbcglobal.net



Enterprise Change Management and Measurement

Work

Provided thought leadership on the strategy and process to design a change management service line. The Sprite Change Management Office model is being used as a potential framework for designing the United Health Care approach.

Delivered well-received session at the inaugural ACMP Global Conference on, "The CMO: One Size Fits All?" Orlando, Florida. May 2011. Representative comment of participants, "Excellent presentation that was realistic and not in the clouds theory – usable and practical."

Designed and led the implementation of a NiFi FOCUS Program Change Management Office (CMO). Key areas of responsibility included Strategic HR Alignment, CMO Operations, Program Communications and Sponsorship, and Project Change Management Leadership.

Client

United Health Care

Association of
Change Management Professionals

NiSource

Contact

Misty Ladner
misty_m_ladner@uhc.com

Nikole Fridenmaker
nfridenmaker@acmpglobal.org

Ken Smith
ksmith@gcfn.org