	N/A	Yes	No
44) Do all staff have operating manuals and procedures?			
45) Are operating manuals and procedures in all the languages required? (e.g. French, English, Foreign)			
46) Has the office comfort of the employees been discussed in deciding on office layout, placing of terminals, the purchase of furniture?			
47) Have you worked out a plan for those employees who must be recruited, trained, re-deployed, or laid-off?			
48) Have you planned the right time to introduce the system?			
49) Have you planned for the length of time it will take to introduce the system?			!
50) Have you recognized and solved any cultural differences that will create problems?			
51) Have you provided documentation for the continuity of Canada-based staff?			
52) Have employee expectations been discussed, both their job expectations and their expectations of the system?			
53) Is employee counselling available if needed?			

54) Has good performance been discussed and rewarded?