

- To what extent can the organization be changed readily?
- What management support exists for the project?
- Will the use of rotational or locally engaged staff create continuing training or security problems?

Operations - In the work units involved:

- What kind of work is being performed and how?
- What equipment is being used?
- Are there any absolute deadlines involved in performing the work?

Management of Change

- How are employees now informed of work and performance requirements?
- In what ways are employees now involved in introducing change to the workplace?
- How are employees' concerns and apprehensions being dealt with?
- What central agency and departmental policies are applicable?
- What collective agreements apply and which provisions are relevant to the introduction of new technologies?
- Are there any local laws dealing with people affected by high technology?
- What union consultation mechanisms exist and how effective are they?
- How will the changes be documented and by whom?

Results of Phase I - At the end of Phase I, a general workplan should exist. There should be a statement of what it is the system will require in terms of people and skills. (Not what does exist, but what will be required.) An outline should exist on how to communicate with staff and who will be responsible for the phases of introducing the system.

PHASE II

2. Present Situation Assessment

This corresponds to the Feasibility Study in the EDP Phase. First, the manager describes the current operational process as it is actually being carried out by employees. This will allow the manager to see if his desired changes are feasible within the existing framework or the extent of changes required. This will provide insights on how to organize future activities, the extent of the impact on the organizations, and the feasibility of the project. Second, the manager completes a