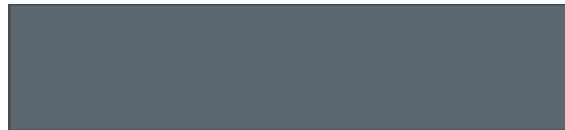


WFM



XXX CHANGE PLAN

IT Project Management Office



Version History Table

Whole number versions for MAJOR changes - Decimal number versions for MINOR changes or comments

Version	Date	Updated By	Notes
1.0	03/27/2018	Brianna Reeves	Created document
2.0	04/17/2020	Brianna Reeves	Added section 4 (External Contractors/Customers)



1. Request Summary

- Ensure time reporting transition is as easy as possible for all Windsor, CT employees while minimizing interruptions to the flow of business.



2. High-level Messages

- Windsor Time Tracking
 - ◆ What is changing:
 - > Time away from work requests: [REDACTED]: time away from work request (this is the new process)
 - ◆ Staying the same:
 - > Recording time against work orders
- Windsor Time Tracking Improvements
 - ◆ Managers:
 - > Ability to access individual employee PTO pool
 - > Help to see your team's schedule more clearly
 - > Easy and quick access to view who has scheduled PTO
 - > Automated process for approving PTO requests
 - ◆ Employee:
 - > Automated process = fewer manual calculations = less errors for time calculations = the right checks every time
 - > The company is investing in improving processes that impact you
 - > Using the same application as we use for payroll to integrate into one system
- Windsor Time Tracking - What's changing for you:
 - ◆ All Employees: Requesting Time Away
 - > Visit - A computer near you
 - > Navigate – To [REDACTED]
 - > Complete - The form with your time away request
 - > Press Submit - To submit your request for review
 - ◆ Triumph Hourly: Clocking in
 - > Badge into the building and then badge to start your shift
 - > Does not impact recording time against work orders

3. Who are you affecting with this change?

- ALL EMPLOYEES
 - ◆ [REDACTED]
 - ◆ Recently consolidated: Saturated with change, high turnover, chaotic, lots of new managers
- INDIVIDUAL CONTRIBUTORS
 - ◆ Triumph Hourly
 - > Hourly - access to three share computers ~80 ppl (need a decision around how this audience will request time away)
 - ◆ Contractors
 - > ~ 50 people
 - > We will not be communicating to this audience because this change plan does not include contractors.
 - ◆ Salaried Employees
 - > ~80 ppl
 - > HR, Payroll, Finance, Etc.
 - > Will not use time and attendance to track their 40-hour work week
 - > Only use it for PTO Requesting (Time away from work)
- MANAGERS & SITE LEADER
 - ◆ Demographics
 - > All managers and site leader
 - ◆ Audience Change Details
 - > Will not use time and attendance to track their 40-hour work week
 - > Only use it for PTO Requesting (Time away from work)
 - > Focus on their role in the change, training on their role, and supporting them so they can communicate about this change with their employees
 - > PTO Approvals
 - Must have a verified email address to receive the email notification
 - Can also access Dayforce to review, approve, or deny any PTO requests

4. External Contractors/Customers

- N/A

5. FAQs

- What happens when I request time-off and I don't have the PTO budget?
 - ◆ You will only be able to request time away from work if you have time available in your PTO budget.
- Is my badge changing?
 - ◆ No – continue using your current badge. Who initiated this change?

6. Two-way Feedback Mechanism

- Inbox or Person: [REDACTED]

7. Ongoing support process

- Global Service Desk changes: [REDACTED]
 - Ownership after project completion: [REDACTED]
- [REDACTED]

8. Create the Communication Plan

Audience	Messages	Channel	Timing	Distribution
All Employees	Meeting: Site leader mentions this change is coming in a town hall. <i>XXX reaches out to XX before the next town hall to coordinate delivery of messages</i>	Meeting	TBD	Delivered by Site Leader
Managers	Meeting: Local project team meets with all site leadership (every person who has a direct report) to discuss this change in more detail and ask for their help in supporting this change – make sure they know we will support and provide resources throughout the change. Ask them to mention this change within their team over the next week.	Meeting	Aug 26	15-minute Meeting hosted by Site Leader
All Employees	Meetings: Site managers mention this change within their teams (existing team meetings or informal team updates) – this change is coming, the employee’s role, training information, and the high-level messages	Meetings	Week of Aug 26	Site managers provide this information to their employees
All Employees	Awareness Email: This change is coming, your role, training information, and the why	Email	Aug 28	Distributed by Site Leader & printed and distributed by local support
All Employees	Posters and Table Tents: Distributed throughout the site	Marketing	Aug 28	Local support will print and post materials
Managers	Training Sessions: Education for their role in the process	In-person Sessions	Aug 29 – Sep 4	Coordinated through the project team
All Employees	Training Sessions: Education for their role in the process	In-person Sessions	Aug 29 – Sep 2	Managers train employees
All Employees	Meetings: Site managers reinforce the posters and email by having conversations with their team about the change using the prepared resources	Meetings	Week of Sep 2	Distributed by Site Leader to all site managers

PROJECT TITLE - TGI CHANGE PLAN

All Employees	Coming Soon Email: Reminder of the change, reinforce the information and resources. What you need to know when you walk in on Monday.	Email	Sep 3	Distributed by Site Leader & printed and distributed by local support
All Employees	Starting Monday Email: What you need to know when you walk in on Monday.	Email	Sep 6	Distributed by Site Leader
All Employees	Starting Monday Flyer: A handout printed and handed to each employee as they leave for their final shift of the day	Flyer	Sep 6	Distributed XXX (or other local support)
All Employees	Posters and Table Tents: Posters switched to Now Live posters, and handouts delivered to all employees with change details	Marketing	Sep 9	Local support will print and post materials
All Employees	Now Live Email: Reminder of the change, reinforce the information and resources	Email	Sep 9	Distributed by Site Leader & printed and distributed by local support
Managers	Meeting: Follow up meeting with all managers to review their progress and discuss what communications have been successful	Meeting	Sep 12	15-minute Meeting hosted by Site Leader
All Employees	Thank You Email: From XXX	Email	Sep 16	From XXX