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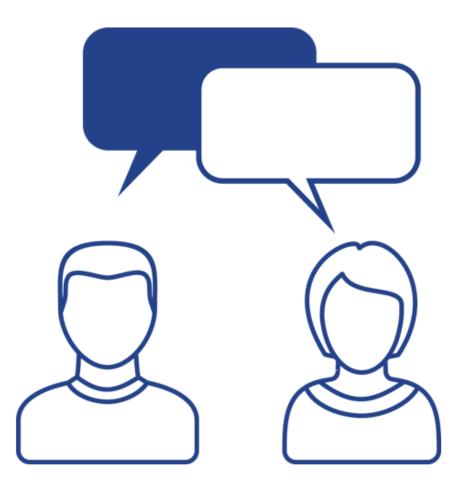
Clarity[™] by Broadcom ConnectALL by Broadcom Insights by Broadcom

Sustaining Change Tips for Ongoing Training and Mentoring

Rally

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- Take 5 Minutes
- Turn to a Person Near You
- Introduce Yourself
- Business Cards





Overview

• Keep it Fresh!

- Broadcom Engagement
- Upgrade
- Functional Releases

• Keep Engaged!

- Planning Communications
- Communications Components
 - Understanding the Change
 - Communicating the Change
 - Ways to Teach
 - Follow Up

- Growing skillsets starts with engaged users
- Maintaining engagement starts with continuous improvement
 - Engagement, management and oversight of day-to-day activities
 - System status (uptime or outage notifications)
 - User performance (reminders for timesheets and status reports)
 - Escalations (manager or PMO notifications of user performance)
 - Communication or training for enhancement/changes
 - System upgrades
 - New functionality releases
 - Process changes

Process and tool growth supports resource growth

Keeping it Fresh



- Broadcom's quarterly releases are consistently adding in-demand user features
- Keep up-to-date with the latest releases
- Stay informed with the Clarity product roadmap
- Plan your upgrade cycle
 - Broadcom SaaS: Quarterly
 - Rego AWS: At least twice a year
 - On-Prem: Annually

Broadcom Engagement

Stay Engaged with Us				
Weekly Office Hours 40 attendees Relationship-building open conversations between customers & Product Management	Monthly		Quarterly	Semiannually
	Roadmap Review 110 attendees Gives customers confidence & validates our strategy	End to End Demo 200 attendees Drives awareness & adoption by showcasing product capabilities	Release Preview 300 attendees Go-to-market for the release allows us to take credit for the value delivered	User Groups 600 attendees Regional meetings featuring customer presentations that promote our community
	Innovation Call 40 attendees Customers participate in prioritization by pitching ideas & voting	Design Studio 15 attendees Open discussion between UX and customers on use cases	Value Validation 6 attendees 3 day customer-led sprint where they use the new features & provide feedback	CAB 10 attendees Forum for large customers to share experiences & ident industry trends

Email <u>clarity@broadcom.com</u> to sign up for any program

ValueOps^a by Broadcom

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Let Rego be your guide.

- It can be difficult to adopt new features at the same time as a system upgrade
 - Evaluate features as the become available, they don't have to be released right away
- Plan and schedule a 'functional' release calendar
 - This should also include process change
- Publish a roadmap
- All releases should include communications, release notes, and OCM

Keeping Engaged



Organizational Change Management is key to successfully driving change (see our Prosci partners!)

- Identify key stakeholders
- Assess the impact
 - Minor or major changes?
 - Significant process change?
- Targeted communications
 - How am I affected?
 - What's in it for me?
- BLUF it (bottom line up front)

Understanding The Change

- What is the timeline?
 - Date of Testing
 - Date of Implementation (Prod)
- How big is the change?
 - Size of a change can impact the tactics used
- Which groups does it impact?
 - Identify the group/personas impacted
 - Identify processes impacted
- Document the change

- Before / After Visuals
- What we did vs What we Do
- Updates to Materials

Communicating The Change

- Material Updates
 - Quick Reference Guides
 - Videos
 - SharePoint, Confluence, Wiki, etc
- Distribution Channels
 - Emails
 - Announcements
 - Internal Sites
- Team Meetings/Huddles

- Provide information for the teams to review
- Quick Reference Guides
- Links to internal information
- Snack & Chats
 - One off training sessions
 - Topic Focused

Ways to Teach

- Short Form Content
 - Topic focused Video
 - Less than 5 minutes
- Quick Reference Guides
 - Topic focused documents
 - Updated with new changes

- Snack & Chats/Lunch & Learns
 - Topic focused
 - Training Sessions 20 minute to 1 hour
 - Include business process changes



Follow Up

- Email Communication
- Surveys
- General Conversations

Questions?



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- Date Started = Today's Date
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Let us know how we can improve! Don't forget to fill out the class survey.

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Let Rego be your guide.

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