

# CHANGE SPECIALIST



**OBJECTIVE:**

Optimize complex portfolio changes to reduce development and certification costs.

## Highlights:

- Provide closed-loop traceability on issues from submission to resolution
- Make informed decisions with a full impact assessment of a Change Request
- Orchestrate Change scenarios from product governance to work-in-process activities
- Maintain strict controls and traceability
- Support a consistent, systems-based, multi-disciplinary Change process
- Use quantitative and trend analysis to more effectively assess critical changes
- Monitor and analyze Change process KPIs to improve processes
- Provide Change dashboards that clearly communicate Change decisions and status

## OVERVIEW

**Change Specialist** helps companies improve operational efficiencies for global product development. The role brings organizations together under a single Change methodology to streamline the coordination of Change activities from product governance to work-in-process, while maintaining strict controls and traceability.

**Change Specialist** provides quantitative and trend analysis to assess critical changes, improve process efficiency and reduce Change cycle times.

Using **Change Specialist** accelerates product launch in multiple markets by supporting the parallel evaluation and implementation of changes. Additionally, the role enables global product teams to collaborate on proposed changes and Change assessments, and then implement product changes through an automated process.

## CAPABILITIES

### CHANGE MANAGEMENT

#### My Changes View

“My Changes” is a consolidated view where all contributors can access and manage assignments, update status and collaborate on Change-related activities.

#### Issue Resolution

Gain closed-loop traceability on how issues are resolved from submission to resolution. Organizations can allow any employee of the company to submit issues against products. The issues are reviewed and analyzed to determine their disposition. Issues that are identified as requiring a change in design can be resolved by a Change Request or Change Order.

### Change Evaluation

Change Requests capture the full assessment of a proposed change to allow stakeholders to make informed decisions before any work is done. If approved, the Change Order process is initiated to track all implementation activities.

### Change Planning and Orchestration

Change Orders orchestrate, plan, assign and monitor all implementation activities. The Change Order provides full visibility, validation and completeness of modifications made across all impacted functions/domains. Change Order owners can define the Change scope and plan its execution and dependencies across functional groups. The Change Order monitors the progress of the Change and maintains traceability to each impacted function by creating Change Actions.

### Change Implementation

Change Actions are the technical authority for each function to perform the specified scope of the Change. Each technical function is empowered to incorporate changes as necessary and obtain peer validation and approval. The Change Action provides the instructions of what is being proposed and tracks all realized modifications performed by the technical assignee and contributors.

Change coordinators define and assign Change Actions to affected organizations during the proposal and assessment stage of the Change process. Business owners and contributors have visibility to modify status and can see actions assigned to them.

### Change Templates

Drive Change standards and consistency across the enterprise by defining Change Templates that support different scenarios. Change administrators create enterprise, organization or personal templates. The Change Management framework provides two Change Templates: fast-track and formal.

The fast-track Change Template executes simple changes that do not require a comprehensive approval process. The formal Change Template ensures the proper assessments and an Impact Analysis are performed by all affected organizations, allowing stakeholders to make informed decisions and understand the total cost of the proposed Change.

## Change Assessment

Comprehensive Change Assessments and Impact Analysis are available for evaluating a proposed Change and the organization's readiness for Change. This allows stakeholders to make informed decisions before any Change is made. Change assessment allows the technical users to assess the Change across all functional organizations by providing visibility to all related data under Change control that may be impacted. Once the impacted functional organizations are identified, each function can submit an Impact Analysis report that includes financial, risk, schedule and quality factors.

## Review and Approval List

Remove complexity and streamline the approval process by involving the right people at the right levels. Organizations can manage and predefine reusable lists of users responsible for reviewing and approving Change Requests, Orders and Actions, which result in efficient and consistent Change Approval assignments.

## CHANGE INTELLIGENCE

### Change Analytics Dashboard

Change Managers access a cockpit view that provides real-time progress consolidation to monitor Change status and identify areas for improvement. Uncover critical insights into Change impacts to better manage projects. Drive success by ensuring all stakeholders have a common view into relevant project data.

### Diagnostic and Predictive Analytics

Consolidate information from across programs, leveraging 3DEXPERIENCE platform data related to Change Management and third-party information (such as cost and hour reports from ERP). Ensure Change execution by analyzing its main issues, risks, delivery timeline and related mitigation plan.

## Visualize and Share Main Indicators and Objectives

Get a condensed view of all Change indicators and assessments for efficient program steering.

## Increase Change Process Efficiency

Leverage pre-defined Change process KPIs to monitor and analyze team workload, resource planning and efficiency for process improvement.

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