



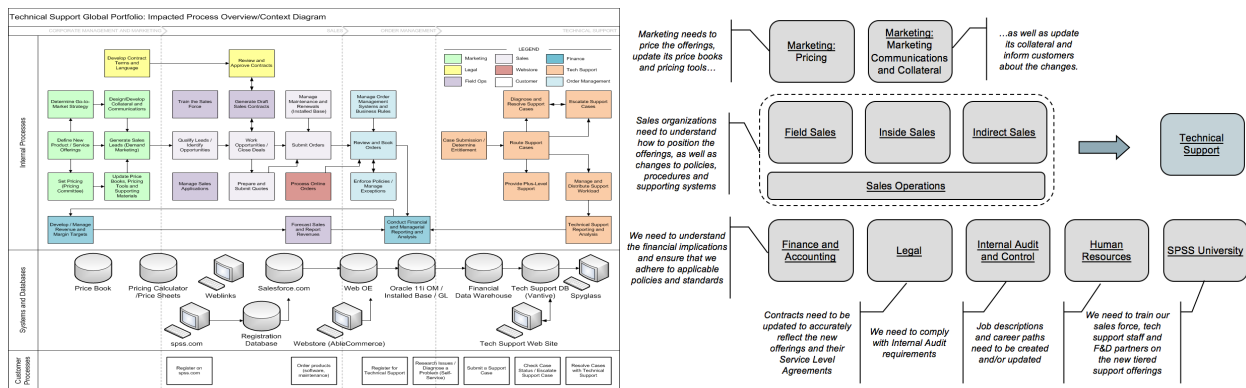
SERVICE OVERVIEW: ORGANIZATIONAL CHANGE MANAGEMENT SERVICES

DAVID L. BOONE, CBAP, MSSM, PMP

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David L. Boone possesses 10+ years of ORGANIZATIONAL CHANGE MANAGEMENT (OCM) experience related to business transformation (e.g., BPR, M&A) and Enterprise Information Technology (e.g., CRM, ERP, SCM) initiatives. He has held OCM consulting roles at KPMG, CSC and Oracle, and has started and/or managed consulting practices and service lines at Oracle and Answerthink Consulting. He holds a Systems Management (STEM-certified) graduate degree with coursework in psychological factors and socio-environmental factors in systems management, and is certified as both a Business Analyst (CBAP) and Project Manager (PMP). He has attained Professional Scrum Master I certification, as well as holding vendor-specific certifications from Microsoft, Oracle, Peoplesoft, SAP and Siebel. David has also completed courses in HUMAN RESOURCES MANAGEMENT and social media management at Harvard University. He has provided OCM consulting services for brand name clients including Cablevision, IBM, Johnson & Johnson, Kraft Foods, Walgreens and others.

David assists clients in deciding what impacts and opportunities are presented by the initiatives that clients are undertaking, and determining the people-related changes that must be made in order to optimize and support the process- and technology-related transformations. Even relatively simple initiatives often have far reaching implications across various parts of the organization, which must be addressed in order to be successful.



The examples above show the end state for a simple change in the support strategy for a previous client. David reengineered and harmonized the supporting business processes across nine different departments, and developed data flows and interface requirements to support the changes. In addition, David identified the changes that all of the departments plus others had to make outside of the technology platform to support the new operating model. Once the future state operating model has been defined, David is able to assist clients in implementing the future state model by using the standard project management, business analysis and IV&V / QA / Testing / Training service offerings described in the other service overview documents.

David employs the full range of business analysis techniques including “voice of the employee” interviews and surveys, data gathering focus groups/workshops, etc. to identify the current skills and readiness baseline, and map the gaps between the current and future states in terms of skills, training and behaviors.

David is also equally qualified to develop job descriptions, staffing models, and role-based training requirements based on the future state process model; map the roles to existing resources; define the training requirements; develop the training syllabus and curriculum; author the training materials; and deliver live classroom training, live webinars, recorded training, printed training and job aids.

- RESUME, CASE STUDIES, SERVICES AND PORTFOLIO AVAILABLE BY REQUEST -