Reading: Track Impacts

Tracking Process

Whoever is responsible for tracking the systems impacts must ensure that:

- The tracking process includes input from key stakeholders.
- Those doing the actual monitoring have systems knowledge and expertise and adequate resources, training, and support.
- The tracking system is easy to implement.
- Actions to resolve negative systems impacts are coordinated and completed.

Tracking Methods

Some active ways to track impacts include:

- Hold regular meetings with impacted groups to find out how the change implementation is going.
- Review data on work processes and outcomes to see if results of the change match what was predicted.
- Talk to people in the halls and outside meetings, to informally keep tabs on what is going on.
- Set up, staff, and publicize an electronic e-mailbox or bulletin board where people can register questions, suggestions, complaints, or concerns and get responses.
- Schedule a regular (biweekly or monthly) check-in phone call with members of impacted groups.
- Conduct periodic work audits – spot checks, or samples. (Be careful with this approach – during change people need assurance that they are not expected to achieve perfect results, or they may attempt to manipulate or subvert an audit.)
- Create and publicize the role of a person or people responsible for listening to all feedback and getting answers to questions, finding solutions to complaints, and forwarding concerns to the steering committee. This could be the Ombuds-Team.