







Organizational Change Management (OCM) Performance Metrics are specific to a given project based on their target outcomes for the business. While every FX project differ - and by extension their metrics - the OCM Metrics listed here are considered the minimum measures needed to gauge and report on the effectiveness of OCM activities on FX. The OCM Team will add to or adjust these metrics per the project as needed. OCM Performance Metrics are of the following types: **Business Readiness, Proficiency and Adoption**

Metric Type	Metric Name	Metric Description	How Measured	How Displayed
Business Readiness	Stakeholder Survey	Captures level of people readiness for change delivery; tracks awareness, support, capability, & adoption depending upon when executed	Survey	number: #.# on a 1 to 5 scale
Business Readiness	Training Completions	Tracks the number of stakeholders that have completed training	LMS training report	number: ## from mm/dd/yy through mm/dd/yy
Proficiency	Training Scores (Avg)	Measures competency in the use of the new tool	LMS training report	percent: % (average: score totals/# completions)
Business Readiness	OCM Issues Logged	Tracks number of issues in project post implementation log that are categorized as OCM	Filter CRAIDL report for OCM; from go-live and weekly, during the warranty period	number: ## from mm/dd/yy through mm/dd/yy
Proficiency	Help Desk Call - Support Requests	Tracks call by type of support requested (e.g. process, tool)	Help Desk support report	number: ## from mm/dd/yy through mm/dd/yy
Adoption	Stakeholder Satisfaction	Captures level of stakeholder satisfaction with the change	Survey	number: #.# on a 1 to 5 scale
Adoption	Usage / Utilization	Measures how many active users there are on the tool	System snapshot	percent: % (# users/# target stakeholders)

Metric Type	Metric Name	Value as of mm/dd/yyyy	Trend Since Last Measure
Business Readiness	Stakeholder Survey	##	
Business Readiness	Training Completions	##	
Proficiency	Training Scores (Avg)	%	
Business Readiness	OCM Issues Logged	##	
Proficiency	Help Desk Call - Support Requests	##	
Adoption	Stakeholder Satisfaction	##	
Adoption	Usage / Utilization	%	