**Workplace modernization performance tracker**

| **WORKPLACE MODERNIZATION OUTCOME/OBJECTIVES**(the **“why”** or drivers for change) | **PROJECT (organizational)*****Information provided by the project team in order to link PM & CM interdependencies in order to highlight the value of change*** | **CHANGE MANAGEMENT (individual)** |
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| **PROJECT OUTCOMES**The **“how”**–How do we intend to achieve this? | **PROJECT METRICS**The **“what”**–What do we need to show progress? | **CHANGE MANAGEMENT OUTCOMES**The **“how”**–How do we intend to achieve this to ensure user adoption, proficiency and perception. | **CM METRICS**The **“what”**–What do we need to show progress? | **DATA SOURCE AND COLLECTION METHOD** | **LEAD** | **FREQUENCY** |
| **Provide a flexible workplace to employees**  | * *Deployment of mobile IT tools (mobile phones, laptop, Skype for business, Jabber, etc.) that support employee mobility and communication*
* *Implementation of an activity-based working environment*
 | * *Better workspace utilization (%)*
* *Increase of remote working (%)*
* *Number of devices deployed (#)*
* *Number of licenses deployed (#)*
 | * *User proficiency to manage mobile teams (managers and supervisors)*
* *Employees are knowledgeable on how to use mobile tools and applications (adoption, proficiency)*
* *Employees are using the various workpoints provided and know how to use them*
 | * *Employees are able to use new mobile tools/application (%)*
* *Employees who report working from different location (%)*
* *Volume of support queries to IT service desk for a new IT tool*
* *Managers who have taken the manager’s training*
 | *Consultation**Web Stats**Project document* | *XYZ Team* | *Ongoing**At delivery**3 months post-delivery**6 months post-delivery* |
|  |  |  |  | * *Employees are aware of the changes (%)*
* *Employees are engaged in the changes (%)*
* *Employees are knowledgeable about the changes (%)*
* *Employees are engaged in the changes (%)*
* *Employees are knowledgeable about the changes (%)*
* *Employees are able to implement the changes (%)*
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| **Provide a workplace that supports wellbeing at work** |  |  |  |  |  |  |  |