**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)** | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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 (%)* |  |  |  |
| **Provide a workplace that supports wellbeing at work** |  |  |  |  |  |  |  |