

May 10, 2012 - ETB0033 Questions and Answers Set 2

- Q1. How many stakeholders need to be included in the change management program based on their level of influence and impact to the initiative?
- A1. The stakeholders are identified in Section A. 1.1 and include our third-party administrators. In addition, ETF has approximately 266 employees and about 40 contractors/consultants. The appropriate subset will need to be determined.
- Q2. How many users and audiences are in scope for end users?
- A2. Refer to A1.
- Q3. Will training incorporate systems training as well as additional professional development/skill set gaps across processes, behavioral change management, etc?
- Q3. Yes.
- Q4. Do you envision applying a train-the-trainer program to assist with training delivery?
- A4. Yes.
- Q5. Is organization structure redesign in scope for this initiative?
- A5. Yes, it will be necessary to improve business processes and support the to-be future processes and technologies.
- Q6. To what extent do you envision the consultant assisting with HR/workforce transition activities? Will your HR organization lead this effort?
- A6. The consultant would assist; however, ETF's HR would oversee these efforts and activities.
- Q7. Is a workforce capabilities assessment in scope for this initiative?
- A7. Yes.