



Change Management Timeline & Activities

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To ensure your G Suite deployment delivers the highest possible ROI and productivity improvements for your organization, you'll need a solid change management plan that helps drive user adoption, usage, and proficiency with G Suite. In this document, you'll find our suggested timeline for key change management activities for your medium business (50-250 users) deployment, as well as tips for assessing change impacts and developing your communications and training plans.

Timeline for change management



The following suggested timeline for your change management activities follows our recommended 5-week deployment rollout plan for medium businesses with approximately 50 to 250 users.

5 weeks before go-live

- Customize and send: [Company announcement](#)
- Customize and post: [Intranet announcement to company](#)
- Finalize [communications plan](#)
- Finalize [training plan](#): courses, trainers, and schedule
- Identify [change impacts plan](#) and assign owners

4 weeks before go-live

- Customize and post: [G Suite communication poster](#)
- Customize and send: [Training announcement](#)
- Develop training materials for the following courses:
 - Supporting G Suite
 - Delegated Gmail & Calendar
 - [\[Additional training needed before go-live\]](#)
- Complete [change impacts plan](#)

3 weeks before go-live

- Develop training materials for the following courses:
 - G Suite for Executives
 - Gmail and Calendar Basics
 - Docs and Sites Basics
 - [\[Additional training documents needed after go-live\]](#)
- Complete [change impacts plan](#)

2 weeks before go-live

- Customize and send: [Switch Message #1: First notification - data migration](#)
- Complete [change impacts](#)

1 week before go-live

- Customize and send: [Switch Message #2: Reminder - data migration](#)
- Deliver and evaluate training: Supporting G Suite
- Deliver and evaluate training: Delegated Email and Calendar
- Complete [change impacts plan](#)

2 days before go-live

- Customize and send: [Switch Message #3: Reminder with preparation - data migration](#)

1 day before go-live

- Customize and send: [Switch Message #4: Final reminder - data migration](#)

Day 1: go-live

- Customize and send: [Welcome message](#)
- Conduct go-live event: IT office hours

1 week after go-live

- Deliver and evaluate training: Gmail & Calendar Basics Training
- Deliver and evaluate training: G Suite for Executives
- Conduct daily support events: IT office hours

2 weeks after go-live:

- Deliver and evaluate training: Docs & Sites Basics

Ongoing after go-live:

- Customize and send: [Tips & Tricks](#)
- Customize and send [New user welcome message](#) (as needed)

Change management planning



Change impacts plan

Changing to a new system often results in “change impacts,” such as new mail retention policies. To help eliminate these roadblocks to your deployment, proactively address impacts to processes or policies. Work with other stakeholders in your organization to identify these change impacts and how they will be addressed.

Action:

- Identify impacts resulting from the switch to G Suite
- Create an action plan to address the impact
- Assign the appropriate owner who can carry out the action plan

Product	Impact Description	Magnitude of Change (H, M, L)	Impacted Users	Action Plan (Communication, training, policy)	Owner
[Gmail]	[New email retention policy of 14 months, no policy in the past]	[H]	[All users]	[Policy to be updated and email communication sent to all users]	[Peter Policy]



Communications plan

A well-executed communications plan will get your users excited about G Suite and ensure they know what they need to do to make the switch. We've provided several message templates you can use to implement your plan.

Action:

- Add any other messages needed (both before and after go-live)
- Select the best format for each message (email, intranet, print)
- Name a sender for each message (CIO, project sponsor, IT)
- Enter the actual date for the message in the date column

Message	Audience	Format	Sender	Date
Company announcement	All users	[Email / Intranet / print]	[Sender Name]	[5 weeks before go-live]
Intranet announcement	All users	Intranet	[Sender Name]	[5 weeks before go-live]
G Suite poster	All users	Print	[Sender Name]	[4 weeks before go-live]
Training announcement	All users	[Email / Intranet / print]	[Sender Name]	[4 weeks before go-live]
Switch message #1	All users	[Email / Intranet / print]	[Sender Name]	[2 weeks before go-live]
Switch message #2: Reminder	All users	[Email / Intranet / print]	[Sender Name]	[1 week before go-live]
Migration message #3: Preparation	All users	[Email / Intranet / print]	[Sender Name]	[2 days before go-live]
Migration message #4: Final reminder	All users	[Email / Intranet / print]	[Sender Name]	[1 day before go-live]
Welcome message	All users	[Email / Intranet / print]	[Sender Name]	[Day of go-live]
Tips and tricks	All users	[Email / Intranet / print]	[Sender Name]	Weekly, starting 1 week after go-live
New user welcome message	New users	Email	[Sender Name]	Ongoing



Training plan

Users will be happier, more efficient, and more productive if they know how to use G Suite and understand how its features can help them to improve their communications and collaboration. Our suggested training plan includes a list of training courses we recommend that you provide, based on our deployment experience.

Note: You can direct users to the [G Suite Learning Center](#) for many training resources on G Suite.

Action:

- Develop our suggested training courses, and add other courses as needed (both before and after go-live)
- Select a format for each course (classroom, webinar, eLearning, self-study)
- Identify a trainer* who will teach each course (IT, internal trainer, external training partner)
- Specify the date/time* the course will be delivered
- Specify the location where the course will be delivered

Need help with training? Contact one of our [training partners](#).

** Not required for eLearning or self-study courses. However, users will need instructions on how and when to access these courses.*

Course (Audience)	Description	Format	Trainer	Date / Time	Location
Supporting G Suite (IT Help Desk)	Comprehensive overview of using all products, FAQ's, troubleshooting	[Classroom / Webinar / eLearning / Self-Study]	[Trainer]	[1 week before go-live]	[Location details]
Delegated Gmail and Calendar (Administrative assistants)	Advanced course on Gmail and Calendar, including delegation set up and features	[Classroom / Webinar / eLearning / Self-Study]	[Trainer]	[1 week before go-live]	[Location details]
G Suite for Executives (Executives)	Overview of basic email, chat, calendar usage and remote access / via mobile or offline	[Small Group / One-on-One]	[Trainer]	[Week of go-live]	[Location details]
Gmail & Calendar	Overview of main Gmail	[Classroom / Webinar / eLearning / Self-Study]	[Trainer]	[Week of go-live]	[Location details]

Basics (Standard users)	features: sending, replying, conversations, archiving and searching; overview of Calendar features, including scheduling, invitations, reminders	eLearning / Self-Study			
Google Docs & Sites Basics (Standard users)	Create and format various document types, share and collaborate; create and edit Google sites	[Classroom / Webinar / eLearning / Self-Study]	[Trainer]	[Week of go-live]	[Location details]