

London Borough of Newham uses OrgPlus for Change Management Programme.

The Customer
London Borough of Newham

Industry
Local Government

Employees
11,000

Solution Focus
Unified view of data
Midland HR integration.

OrgPlus Product
OrgPlus Professional.

Newham Council Uses OrgPlus for Change Management Programme

Newham Council is the local authority responsible for providing public services and political leadership within the London Borough of Newham to 250,600 residents. Additionally, it will provide services to tourists visiting the Borough for the 2012 Olympic Games. With more than 11,000 employees, the Council must be structured in an effective way in order to deliver planned objectives.

The Challenge

One of the Council's initiatives for 2006 was to implement a major change management programme. The goal was to create a new organisational structure in an effort to increase public accessibility to Council services. The new structure needed to adopt twenty-five revised services which would replace the existing six departments. The increased structural complexity highlighted the need for organisational management tools.

The Council's human resources manager was tasked with the challenge of providing accurate, detailed information to enable senior managers to plan and implement the required changes. To accomplish this, the Council needed to integrate its Midland HR database with its internal IT systems. Only through integration could relevant and timely information be produced and strategic decisions accomplished effectively.

Updated organisation charts with detailed information about employees played an important part in the Council's plan for a change management programme. Historically, creating charts was a labour intensive process for two full-time members of staff. The charts were printed on A3 size paper, and were limited in showing only the top line management team. A reoccurring problem was that charts became obsolete as soon as they were completed.

Communicating with staff about the required changes and getting their support for the new structure presented unique challenges. In order for employees to embrace the changes and implement them in a timely manner, the structure required a simple format which was easy for employees to access.

The Solution

As soon as the IT and HR systems were integrated, OrgPlus software automatically produced the Council's organisation charts. More than 5,000 employees were initially charted with a batch file running over the weekend to collect the data.

Installing and configuring OrgPlus is extremely intuitive. The Council's human resources manager easily configured OrgPlus to the HR system without previous training. The software manages co-workers and dotted line relationships and it automatically highlights problem areas such as staff with 'unassigned positions'.

The new Council charts were updated to show the whole organisation, including a wealth of data on each member of staff such as their name, location and job title details. Charts were automatically updated with the correct information from HR and payroll system data feeds.

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Scenario Planning

OrgPlus completely charted the Council staff. Senior executives exported data into Microsoft Excel and analysed it for the planned change. The 'what if' scenario planning tool allowed models to be constructed and tested to see if they would work, which provided risk adversity for avoiding costly strategic mistakes.

By using a representation of Newham Council in charts or 'pictures' senior executives were able to speed up their feedback and decision making process during the change management program.

Beyond Org Charts

The Council's human resource manager regularly uses OrgPlus to drill down into the data behind the charts in order to obtain useful information. Conditional formatting allows rules to be created around the chart data to highlight any number of scenarios. For example, he can easily highlight data about workers who are part-time or who job-share.

Real Results

By using OrgPlus to implement its recent change management programme, the Council has built a solid structural foundation. Going forward, OrgPlus will continue to give Newham Council the ability to access accurate, timely human resource information which will aid in important base strategic decisions.

About HumanConcepts

HumanConcepts provides industry-leading solutions for managing organisational change. With its OrgPlus technology charting millions of employees for companies worldwide, including 400 of the Fortune 500, HumanConcepts has defined best practices in organisational charting. OrgPlus integrates with HR systems such as SAP and PeopleSoft to automatically create, update and distribute organisational charts for workforce planning, organisational management and critical decision-making. In addition, OrgPlus seamlessly integrates with industry-leading applications such as Microsoft Office and Adobe Acrobat.

HumanConcepts is privately owned and based in California with offices in the United Kingdom and Germany and offers OrgPlus software and services worldwide. For more information please visit www.orgplus.co.uk.