

Abstract

There are many vital issues that the software implementation faces during all project's phases journey and throughout the Software Development Life Cycle (SDLC). Many Software implementations fail due to lack of engagement of the stakeholders, misestimating of the efforts needed to implement the software, wrong requirements, lack of communications with the teams, weak and limited training, management and stakeholders resistance, poor leadership, organization environment, cultural issues, and others.

The importance of the study and the main contribution is to propose a new Change Management (CM) model and a detailed framework that is compliance and integrated with the SDLC. The proposed CM framework will support the different aspects of the Change (software) and its effect on the organization, software and stakeholders, which will result in increasing end users' acceptance of the new software. The framework will introduce key change management processes from project initiation to project closure and support phases. This study will consider the whole SDLC journey as an organization change and will handle the software implementation from Change Management perspective and will cover the Change's vision, benefits, readiness assessment, leadership alignment, resistance management, stakeholders' alignment and engagement and many other areas from the start to the end of the project. The proposed CM model will make the new software implementation easy to accept from the end user's perspective and will meet stakeholders' expectation, which at the end will facilitate and ease the implementation efforts during the SDLC and will orchestrate the work between the different business entities within the organization.