

Are You Change-Challenged?

Get a Change Ambassador Program!



COMPTROLLER
of MARYLAND
Serving the People

Agenda

Compass Program

- Overview

Cultural Change Management Program

- Overview, Stakeholders, and Approach

Change Ambassador Program

- Overview, Change Ambassadors, and Activities
- Focus Groups Register
- Change Readiness Assessment and Scoring
- Stakeholders Engagement
- Communications
- Training

The Compass Program

In an effort to modernize technologies and support the agency's primary mission, the Comptroller of Maryland initiated the Compass Program. The program is a multi-year, multi-vendor, multi-project program whose goal is to implement an Integrated Tax System to replace all existing legacy integrated and distributed tax systems currently in use by the State of Maryland.



Project Oversight Committee

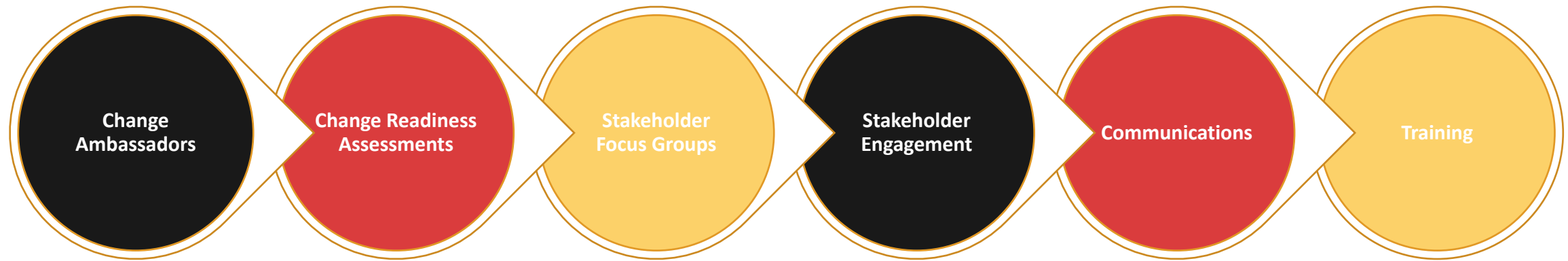
THE COMPASS VISION STATEMENT



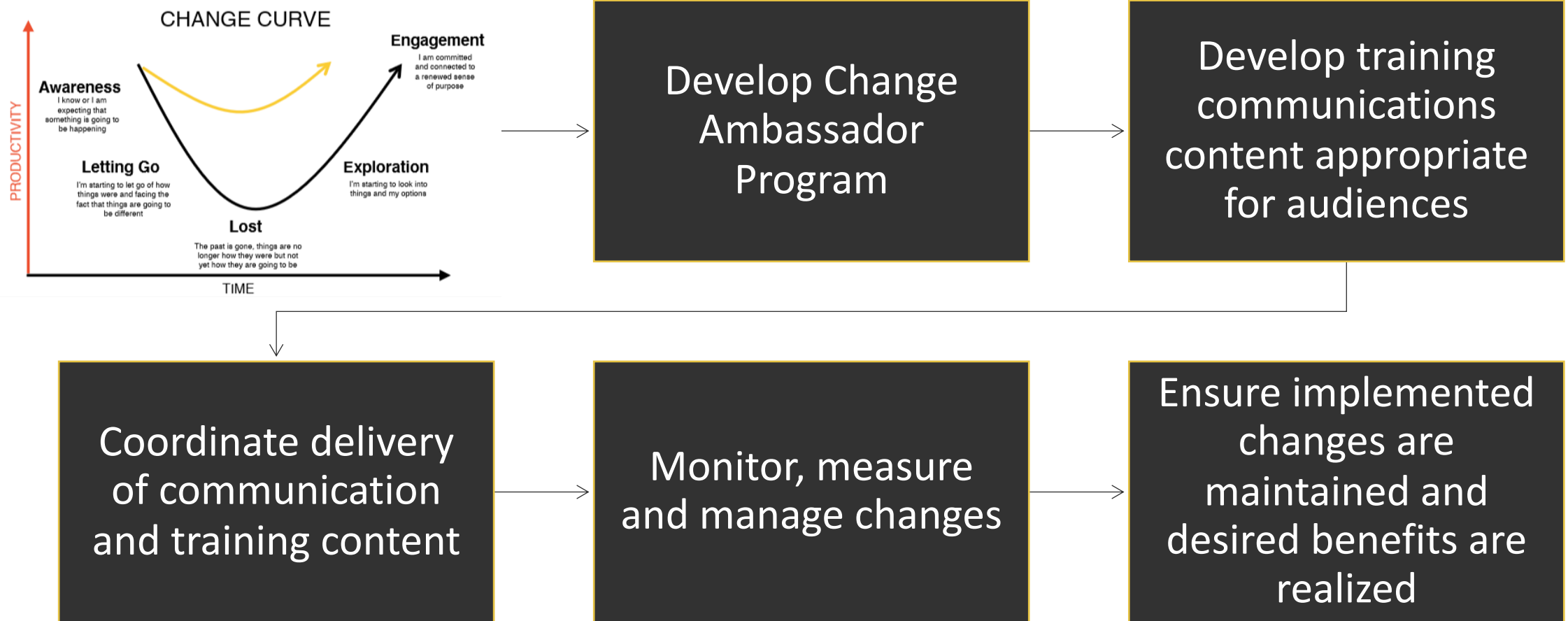
To give us a user-friendly system that provides a single-view of the taxpayer so that we can deliver better customer service to the taxpayers of Maryland.

Our Cultural Change Management Program

The development and implementation of effective processes ensuring the successful adoption of a modernized system and associated business processes, and safeguarding a positive transition experience for our taxpayers and employees.



Cultural Change Management Approach



Change Ambassador Program

85+ Change Ambassadors



Change Ambassador Program



The agency appointed 80+ Change Ambassadors distributed across 12 divisions in 14 locations throughout the state.



The Change Ambassadors are charged with helping to maintain two-way communication, identifying potential risk areas from an employee adoption standpoint, and serving as consistent and regular messengers from the Program to the staff.



The Change Ambassadors have become involved in a myriad of activities throughout the agency to raise awareness of the Compass Program.



Change Ambassador Program Activities

Conduct surveys in coordination with the Communications Lead



Share ideas and suggestions with Project Management Team, Steering Committee, and Project Sponsor



Ensure transparency between Compass program and agency staff



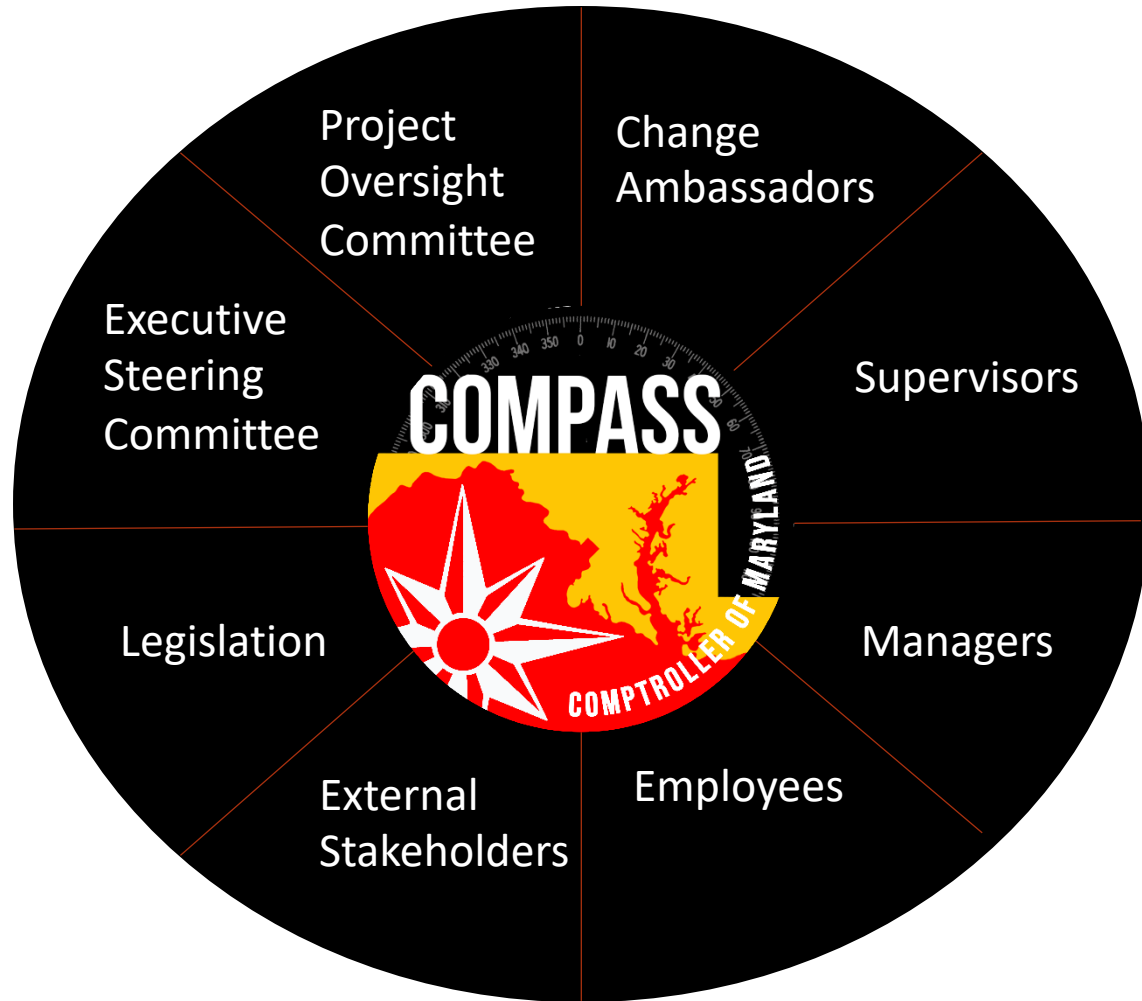
Desk side monitoring and support period after each phase / rollout



*Ask me about Compass,
I'm a Change Ambassador.*



Cultural Change Management Stakeholders

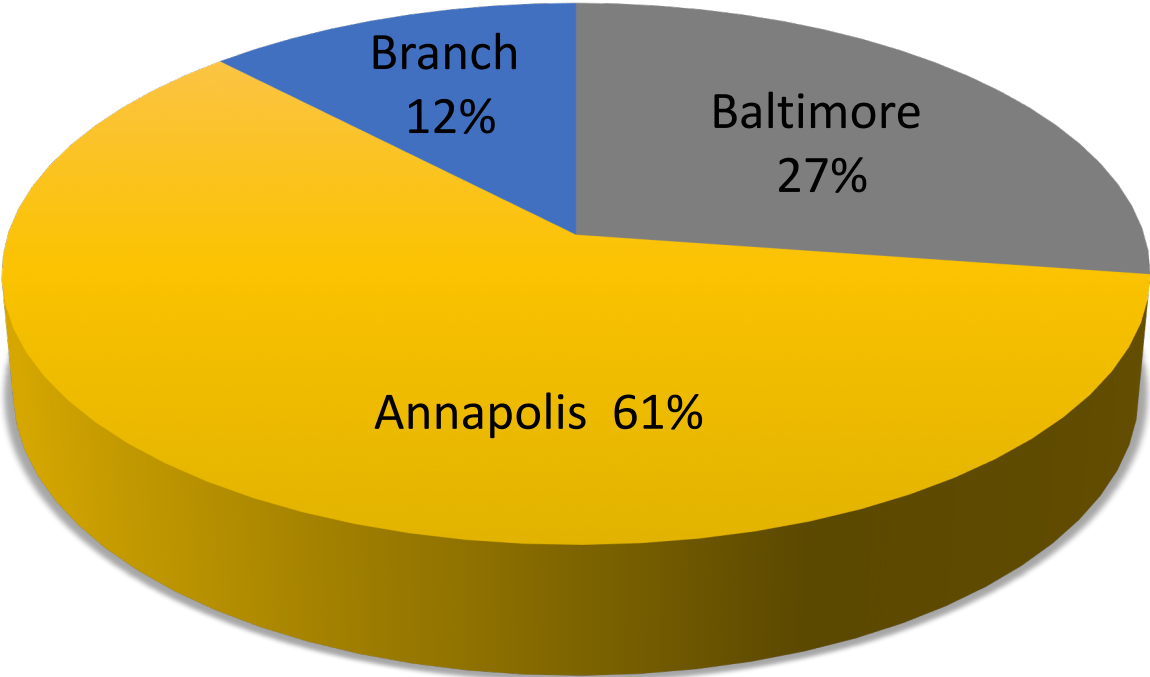


Executive Steering Committee

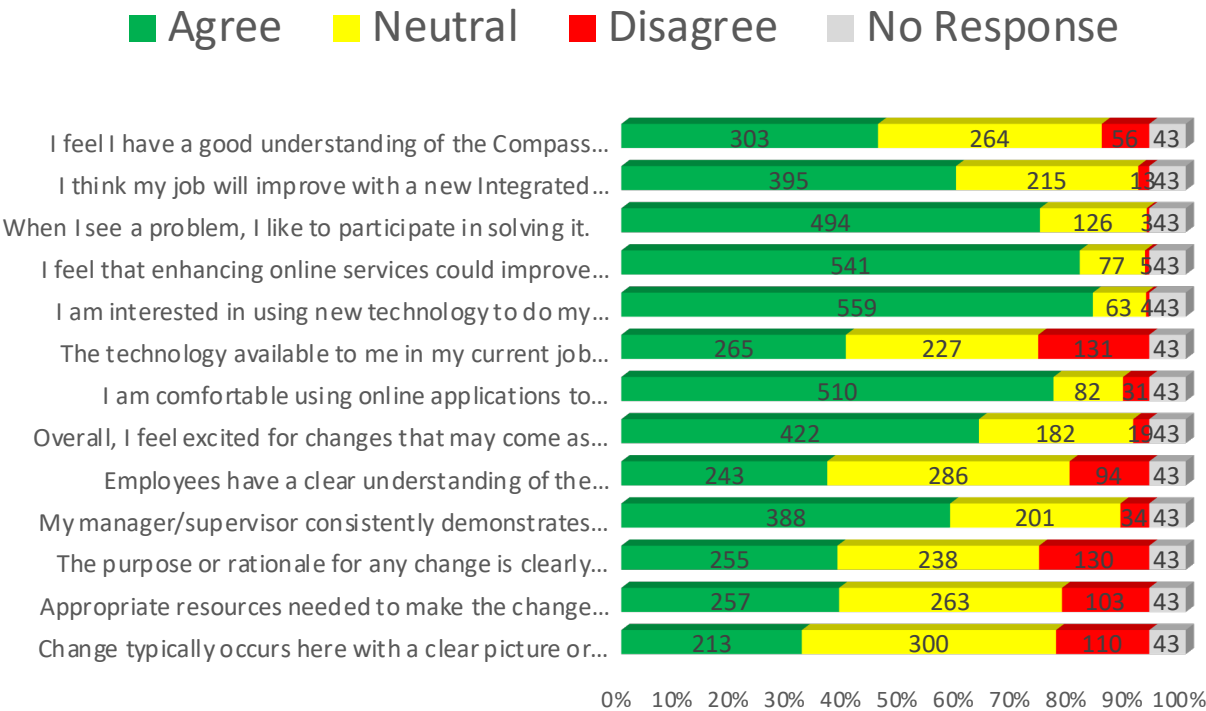


Change Readiness Assessments

Agency Participation by Location



Agency Results



Change Ambassador Training

Change Management

Communications

StrengthFinders

Generations

Personal Branding

Crucial Conversations




Stakeholder Engagement




Communication



Comptroller's Office IntraNet
COIN
news weather traffic
Tuesday, May 14, 2019

Comptroller service
main page
contacts
customer serv.
lep
Comptroller's Quarterly Award
Pats on the Back

employee resources
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facilities
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policy
training
emergency 
information updates
• [Leave Calculator](#)
• [Building Visitor Logs](#)
more...

employee search
agency employee lookup
state-wide employee lookup
411 Directory Assistance
telecommunications contacts
agency coordinators

COMPASS

Compass Program

news, info & events

agency news
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Renews
The Mentor News
Comptroller's store
This just in...
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• [Submit your ideas for Process Improvements](#)
• [The New Timekeeping System](#)
• [NEW Statewide Personnel System, Workday](#)

divisions
main page
office of administration and finance
bureau of revenue estimates
central payroll bureau
office of communications
compliance division
comptroller's office
field enforcement division
general accounting division
information technology division
office of risk management
office of human resources
office of fair practices
revenue administration division

committee listings
main page
outreach
business process
improvement
empl. activities
MD Charities
committee events

coin utilities
forms & documents index
site map
COIN help
your feedback
Electronic Communications Policy



*Ask me about Compass,
I'm a Change Ambassador.*



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Inform



Explain



Engage/ Involve

Communication



Thank You



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