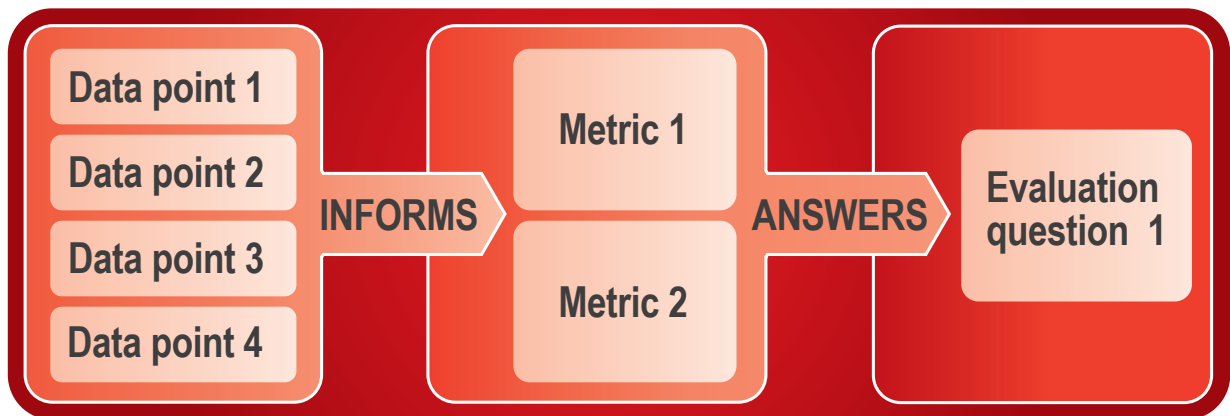


Collecting project data

Data collection is a crucial activity as you move through the change management process. It enables you to evaluate the success of initiatives and understand where they are having an impact.

How to do it

Data collection must be thought through with the end in mind. Work backwards and distil what metrics will be used and what data is needed to evaluate the success of the project at completion:



Phase 1: Define scope

- Determine a set of questions which, when answered, will provide the insight necessary to evaluate the success of the change initiative.
- Determine a set of metrics to help answer the question.
- Clarify how data will be collected for each metric, how frequently and over what period.
- Consider how the scale of your data collection will support or limit the tools you use. Are there:
 - geographic considerations, e.g. collecting data across different sites?
 - technological considerations, e.g. having to collect data manually?

Phase 2: Setup

- Create a data collection mechanism.
- Assign responsibility for data collection and ensure that the person responsible is equipped to collect the data and their role is documented.

Phase 3: Track

- Update any design or project documentation templates to include sections for data that must be collected.
 - Optional: update any development process documentation to include relevant data collection procedures. Indicate which tasks and activities are affected.