



Introduction to GBS Transformation

GBS Transformation is focused on identifying, assessing, prioritizing, sequencing, managing and delivering organizational transformation projects and change initiatives. The goal is to drive automation, innovation and overall digital transformation within an organization.

There are three core focus areas:

Opportunity Assessment

This involves identifying services and processes ripe for transformation through stakeholder feedback and business process assessments. Both incremental improvements and breakthrough innovations should be pursued. Tools like Design Thinking, Lean Startup, and Agile can drive breakthrough innovations.

Program/Project Execution

The mix of transformation projects and programs selected through opportunity assessment are collated into the organization's project portfolio. A program management office (PMO) provides structure, resources and tools to deliver on the transformation agenda. Projects are managed via methodologies like Waterfall or Agile. Core project management concepts like charters, work breakdown structures, plans, communications, risk management are essential.

Change Management This ensures initiatives deliver expected results by driving adoption and usage. Change management provides a structured approach for transitioning individuals, groups and organizations from current to future state. Readiness assessments, communication planning, training, and reinforcement of changes are key steps.

In summary, GBS Transformation integrates opportunity assessment, program/project execution, and change management to drive automation, innovation and digital transformation. The result is transformed services, processes, people and organizations that position the business for success.