

## Program Readiness Assessment Tool

### 1. Assess Organizational Needs

- Review all existing documentation on management systems, including audits, performance reports, job descriptions, workplans, etc.
- Identify key knowledge workers such as critical business area workers, long-term employees, employees soon to retire, etc.
- Obtain legislative and executive support
- Obtain the implicit/explicit organizational knowledge, e.g., use “shadowing of employees” as a technique

### 2. Initiate Project Team

- Develop a team dedicated to the workplan efforts
- Identify what specific knowledge needs to be accessible
- Create an adaptive organization by sharing the knowledge
- Identify and assess technology needs

### 3. Develop Plan

- Identify critical business functions and the appropriate knowledge workers with a focus on workforce flexibility, mobility and productivity
- Determine which knowledge workers are ready to move to a virtual workforce
- Create training and educational programs
- Develop a project timeline
- Create measurements to evaluate the effectiveness of the plan

### 4. Communicate Plan to Staff

- Be inclusive—get all staff on board to ensure continued success

### 5. Initiate Plan

- Begin with one pilot area of knowledge workers based on critical needs
- Prepare agreement forms for participants for deliverables and virtual workplace standards
- Deploy virtual technology support needs

### 6. Document Processes

- Create an Intranet site to make information available and readily accessible

### 7. Evaluate the Program

- Develop and implement specific program reviews
- Share benefits and lessons learned
- Celebrate accomplishments

### 8. Prepare for Next step(s) and Roll Out

- Develop an alternative service delivery timeline and roll out the plan