



Enterprise Change Management Services

Staff Training:

- 2x 45 minute staff training sessions (recorded)
- Available to all staff, not only supported admins
- Topic for each training can be decided on either pre-go-live or post-go-live

End User Training Articles:

- OpenWater will write 5-10 articles explaining your specific workflow and possible end user pain points.
- All these articles will be provided to the client, they can either host on their website or via pages on their OpenWater website.
- Topic of each video will be determined by your team post-onboarding
 - Common topics: login, submission, reset password, accessing profile, judging flow, etc

End User Training Videos:

- OpenWater will record 2-3 videos demonstrating your workflow and how to navigate the frontend.
- Videos will be provided to the client, they can either host on their website or via pages on their OpenWater website.
- Topic of each video will be determined by your team post-onboarding
 - Common topics: Judging flow, showing submission process, etc.

Survey Program:

- A dedicated helper program that will be distributed to applicants post program close
- Designed to collect feedback from applicants about the new process and any pain points.
- OpenWater will setup and install the base level program, but additional survey questions can be added.

Pricing: \$5,400/yr