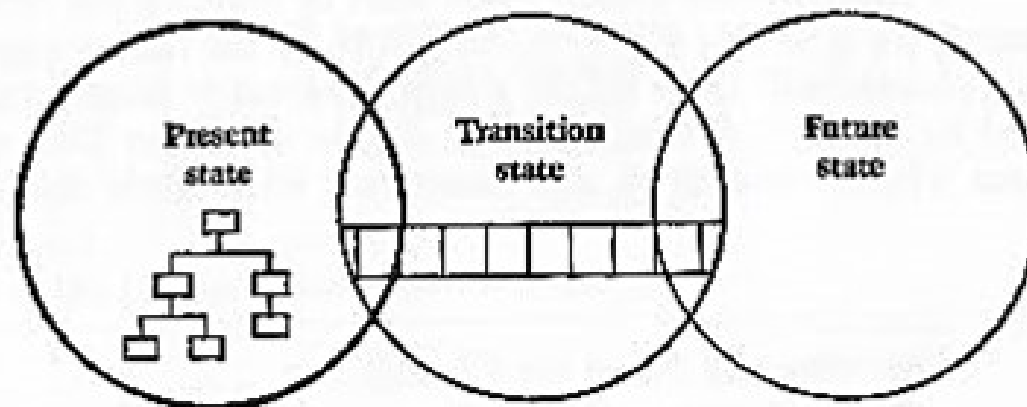


The Change Process

Why Change?



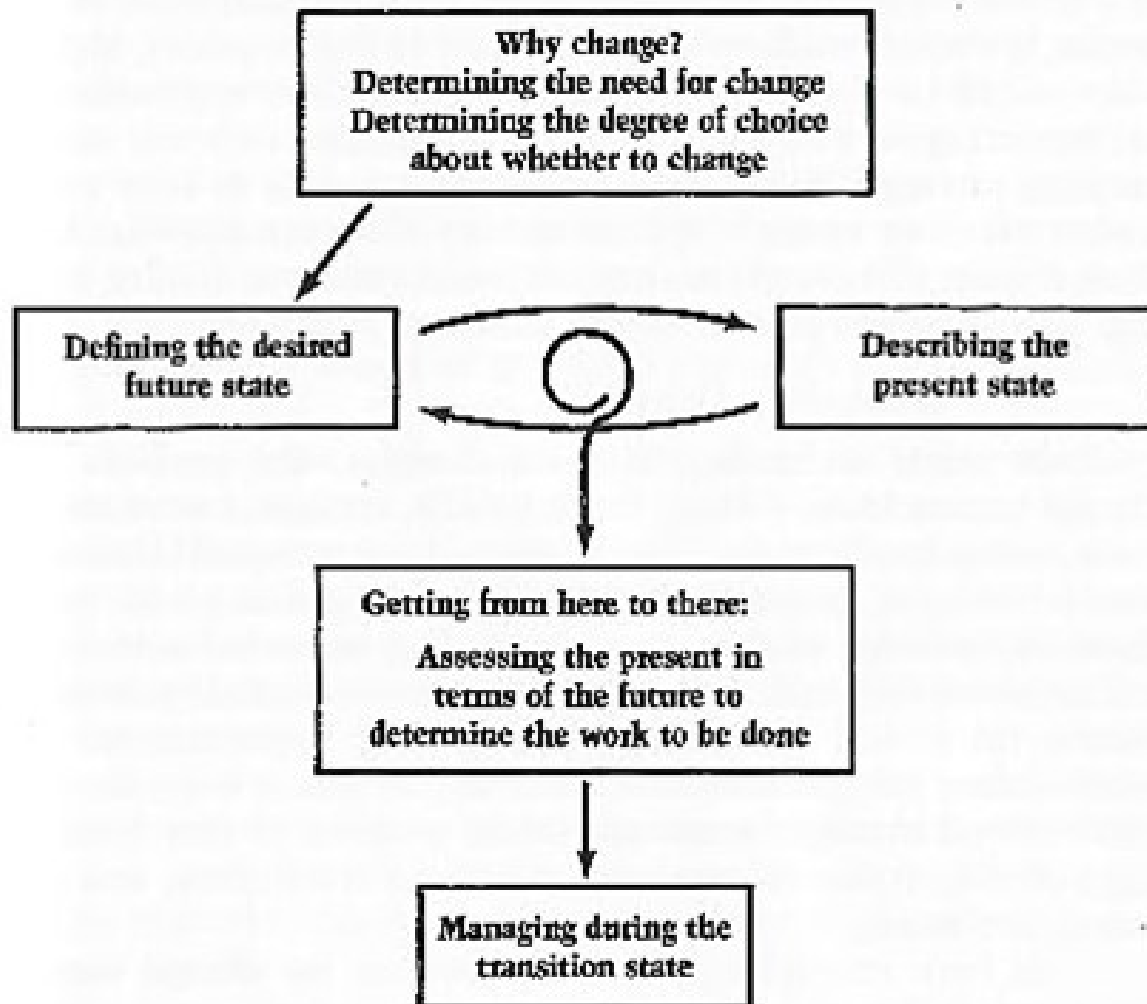


Figure 4-1
Map of the Change Management Process

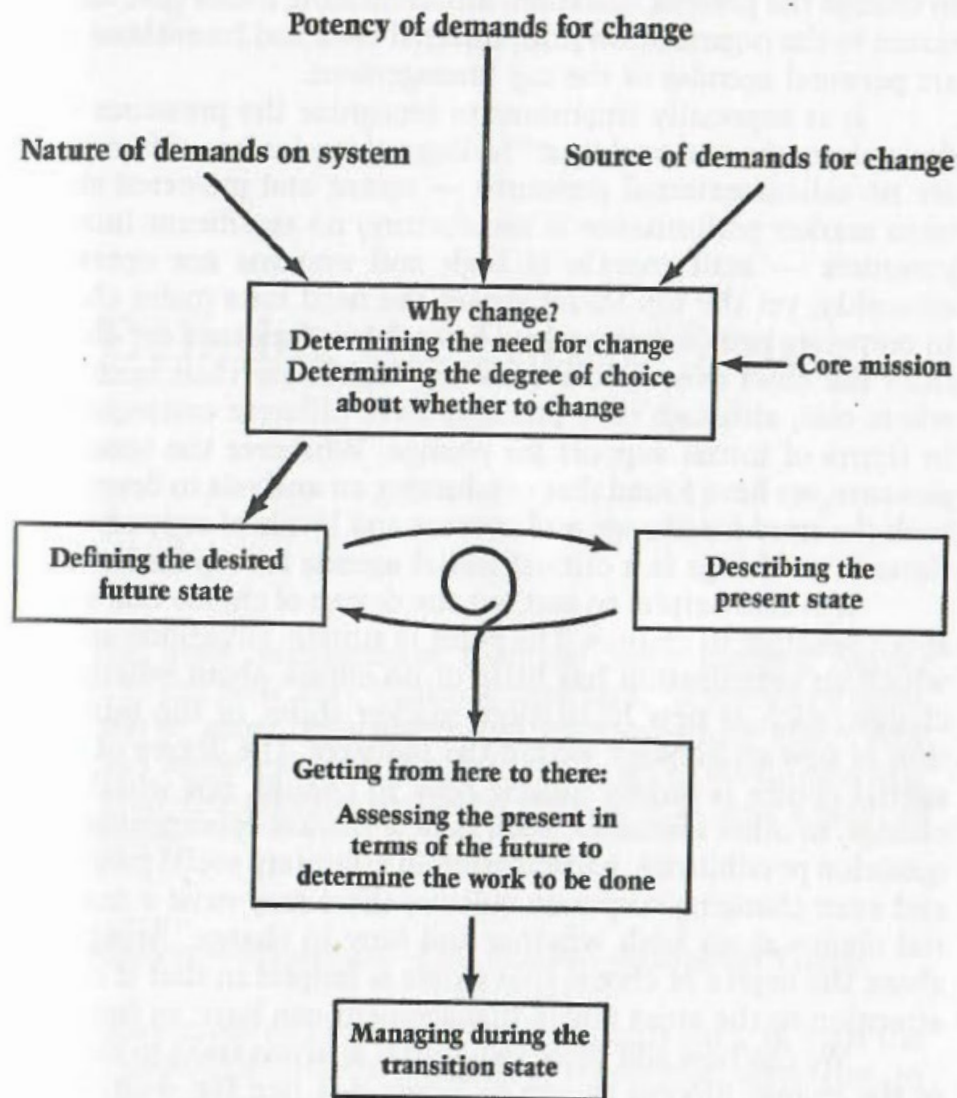
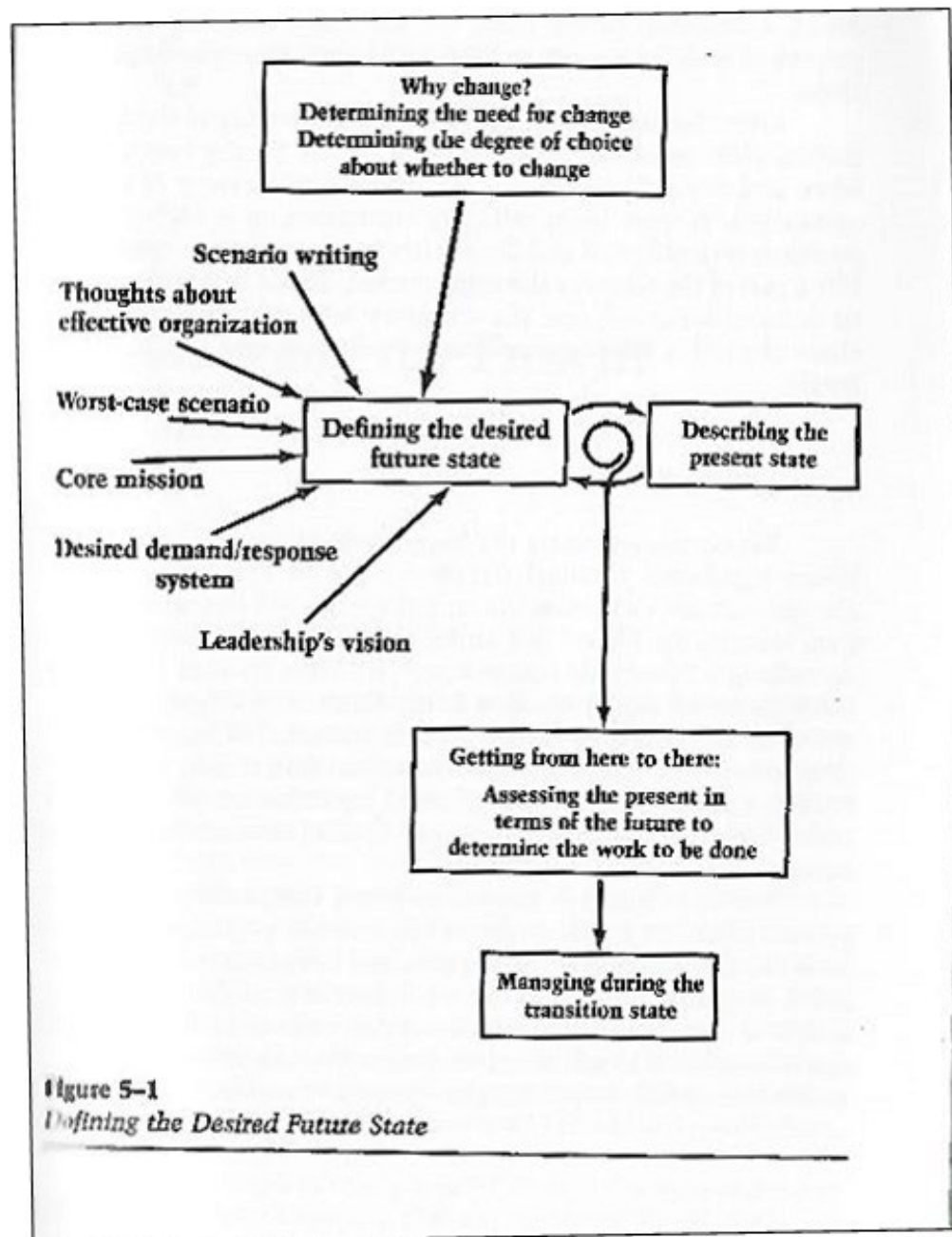


Figure 4-3

Change Management: Determining the Need for Change



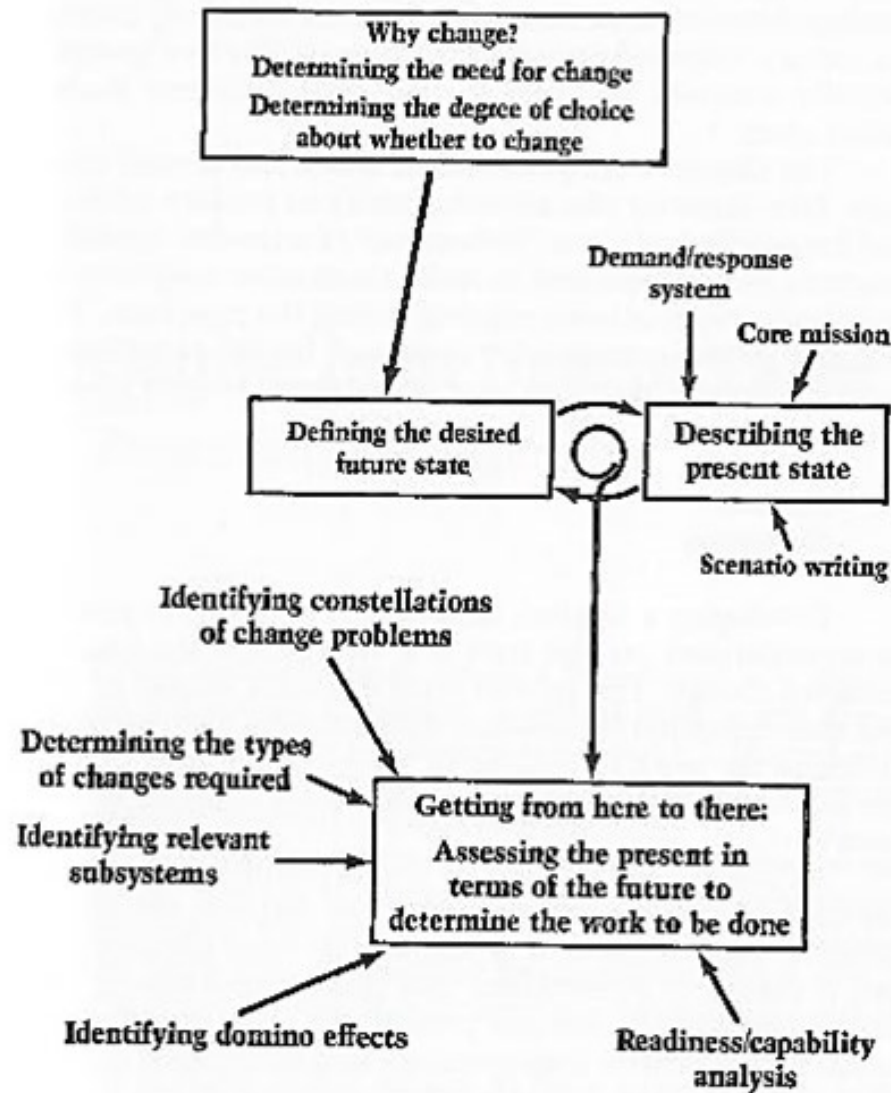


Figure 6-2
Change Management: Analyzing the Present State

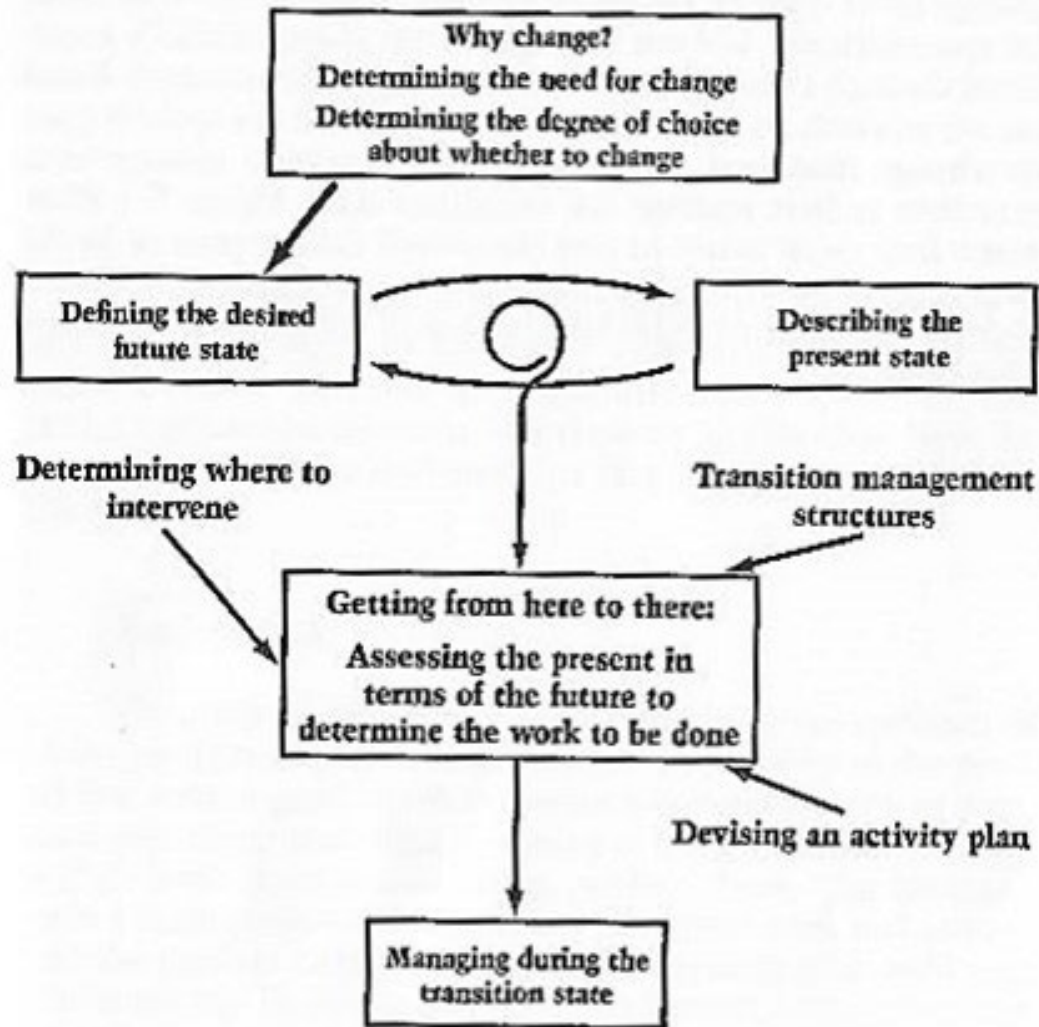


Figure 7-1
Change Management: Managing the Transition

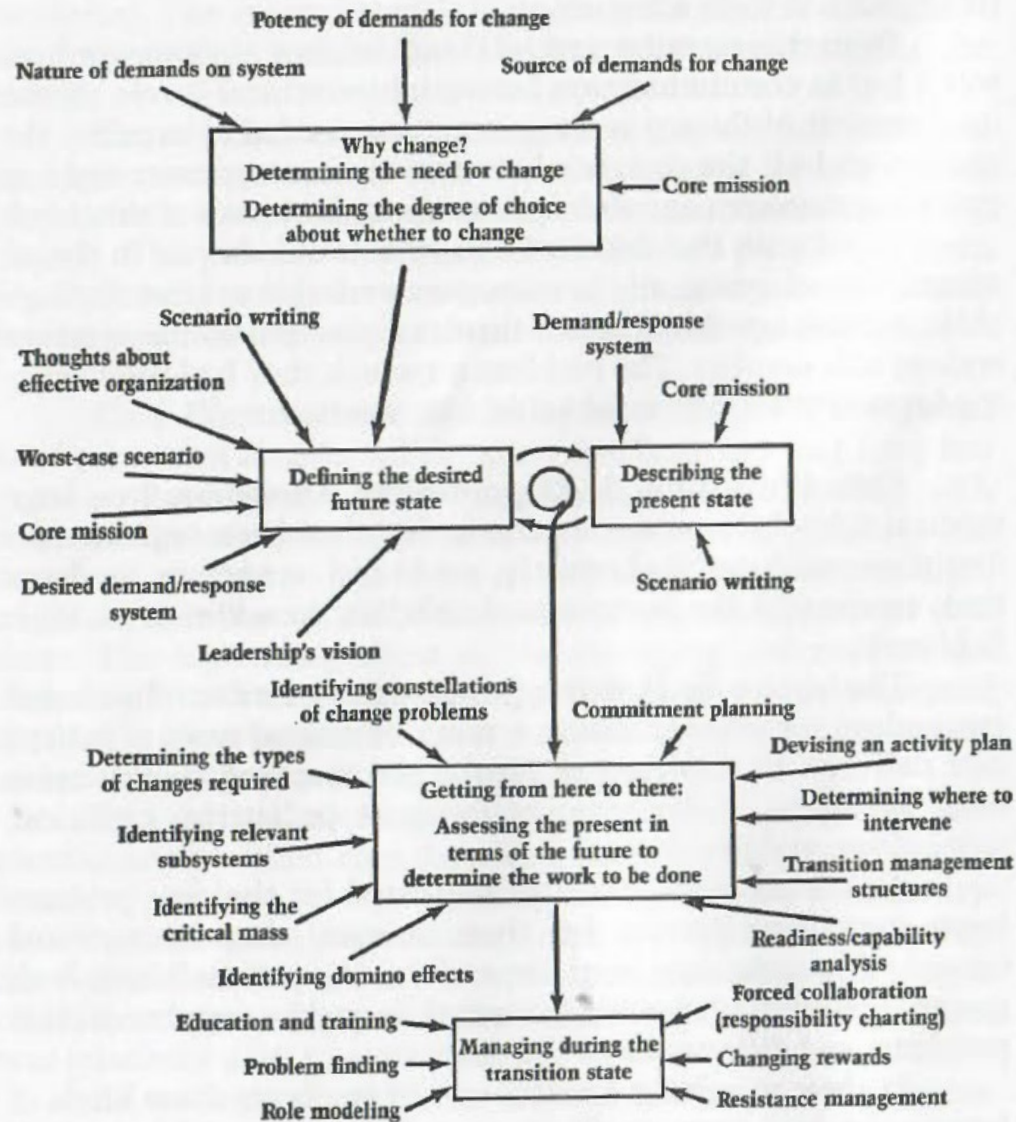


Figure 9-3
The Change Management Process