



## Panel Discussion

### Opening comments by Dan Corbett, Moderator

Albert Einstein said that “problems cannot be solved by the same level of thinking that created them.” Transformational change is not about doing more with less. Most organizations have tried that or moved beyond that approach. Transformation is about doing things differently; so that what was the accepted norm is no longer accepted, what was the way of work becomes something different and engaging what was organizationally irreconcilable becomes an opportunity, a source of strength to build capacity for continuous change. Transformative change is about new thinking, new approaches; about the integration of change through a focus on collaboration and holistic systems design. My recent work has been strengths based change and facilitating teams to imagine the future they want by focusing not on what’s not working but what is working that gives strength and identity to the organization and people in it. Transformational change is rooted in the power of a positive vision by focusing on what we want to create and to then design systems and processes that support and enable the realization of that future.

Robert Gass writes that “Transformational change is a systems approach, deriving its power by attending equally to hearts & minds (the inner life of human beings), human behavior, and the social systems and structures in which they exist. It therefore tends to be multi-disciplinary, integrating a range of approaches and methodologies. By dealing holistically with all elements of human systems, transformational change aims to be irreversible and enduring.”

Our topic today ““The role of information systems in supporting transformational change” is a great way to focus the interaction of people and technology, to learn from our three presenters their view of transformation and how technology is a critical and supportive element to enabling people to achieve the future they envision.

In this panel session we will be exploring how we can use systems to aid in transformational change and how we can integrate changes in business process with updates in the underlying information architecture. Underlying all these actions is the need to rationalize and standardize information systems to facilitate cross-functional interaction, increase commonality and reduce costs.

Each presenter will have ten minutes to provide his perspective. Following the three presentations we will have thirty minutes for an open question and answer session. If change begins with the questions we ask, then as participants here today you can become part of the change you seek for your own organization by asking our distinguished panel some great questions.

Our first presenter is .....