Paper 409-2009

User Adoption Projects

Todd Kizer, SAS
Mike Wilson, SAS

ABSTRACT

Projects in business come in many shapes and sizes, whether you call it a "process change, an upgrade, a roll out, a system deployment", or whatever label you choose, people and their understanding and acceptance of the change should be your greatest concern.

This presentation will examine several dynamics from a wide range of experiences, focusing on what makes for successful project adoption.

No paper was submitted for publication in the *Proceedings*.   Check http://support.sas.com/rnd/papers/ or contact the author.

CONTACT INFORMATION

Todd Kizer
SAS
todd.kizer@sas.com