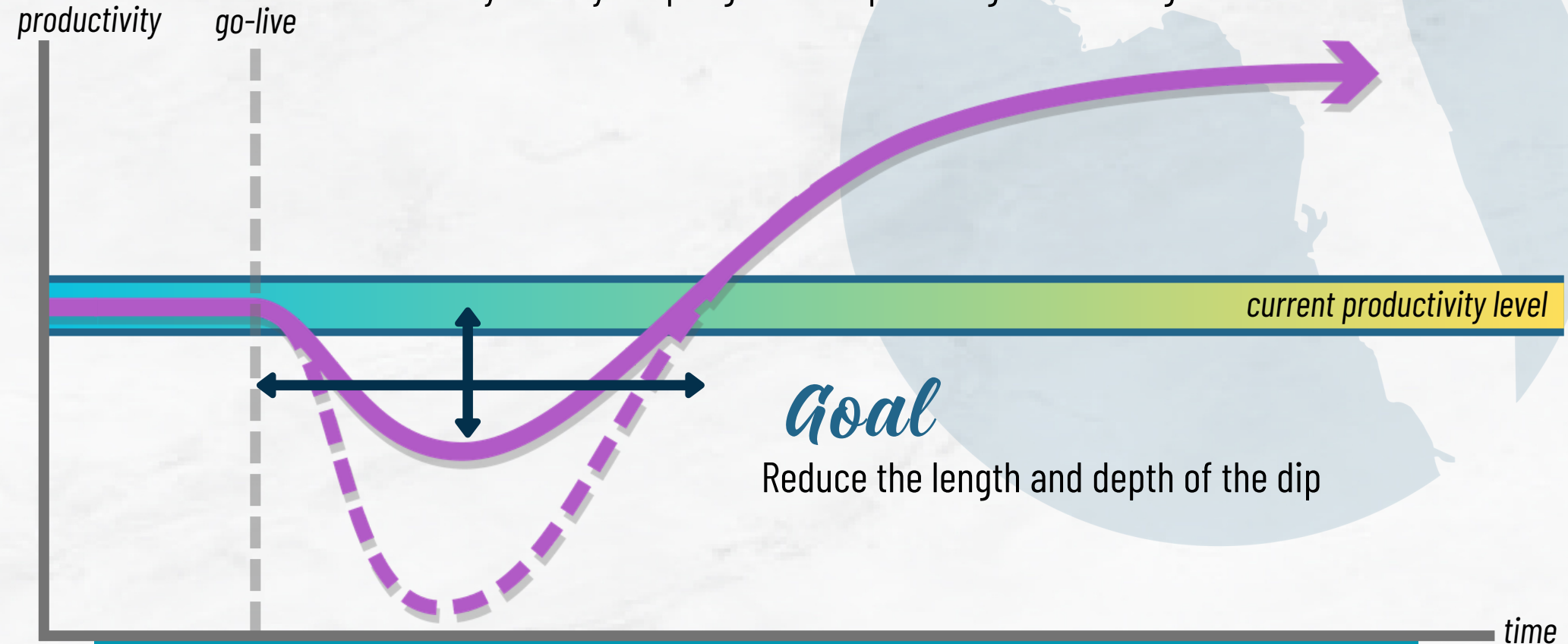


REDUCE the J-CURVE

A J-Curve is a phenomenon of initial loss followed by a dramatic gain.

Lessen the impact of the productivity dip that can often occur when implementing a new system by adopting some helpful mitigation strategies.



HELPFUL MITIGATION STRATEGIES

Test

- Confirm all agency activities have been documented in a user story
- Ensure all user stories are tested and validated
- Test agency end-to-end processes

Train

- Develop and distribute agency-specific training materials
- Track end user training completion
- Ensure all end users have practiced job functions in UAT

Communicate

- Ensure all impacted stakeholders are aware of go-live
- Document and share agency expectations
- Let end users know how to get help