

Appendix C

Identification of common things in the organization			
Forces favoring innovation	Forces against innovation	Importance to system and people	Easy to change
Administrative staff		Very important They are in charge of administrative purview of Client Services Department and play a key role in implementing the change successfully	Once they see the relevant benefit, they will be part of transformer and a power support for implementers.
Many faculties		Very important They are not only the implementers but also the beneficiary of the change	They can see the change will benefit them, professionally and personally. It is easy for them to be involved in the change.
	Some faculties	Some are afraid of change; others are afraid that they can't do well in the implementation of the change with relevant knowledge/skills. Also important to system and most of them could be prompted and encouraged to turn for the change.	It is not easy for them to be involved in the change. More efforts and time are needed for them.
Staff of E-learning office		Very important Internal change agent Key implementers and extenders of the change. A key role in the success of implementation of the change.	Very easy to change They are very active throughout the process
TAC and IT support specialist		Important They facilitate the success of the implementation of the change technologically	They are under the control of director No problem for easy to change