TreeVelop Project and Processes
Project Fiche

Category	**:**	**Water_Sector_and_Utility_Management**
Project Name	**:**	**Supervision of change management process implemented alongside new software system at Bifurcacioni water utility in Ferizaj, Republic of Kosovo**
Location	:	Kosovo
Beneficiary	:	Bifurcacioni water utility - Feriza
Donor	:	Swiss Development Corporation
Period of Project	:	May 2013 - Sep 2013
Topic	:	Supervision and support in the process of implementation of a new software system at the water utility
Part of TreeVelop (%)	:	3000
Total Value (€)	:	na

Project Description

Supervision of the change management component supplementing the installation of the new management information system, software and related components for Bifurkacioni water utility in Ferizaj, Republic of Kosovo.

TreeVelop Part

Mr. Giel Verbeeck interviewed in Ferizaj all senior staff members of the Bifurkacioni water utility who has been involved in the implementation of the new monitorir system and who received change management support from New Age Consultants (NAC). He identified bottlenecks, challenges and potential risks in the implementation process and supported NAC and the utility in overcoming these. The purpose of the TreeVelop activity in the project was to facilitate the periodic supervision of the change management process by an international expert, with substantial experience in utility management, change management as well as management system implementation.

Extra Remarks

Project Numbers	:	TVC049
Executor	:	GV