

Managing Complex Change

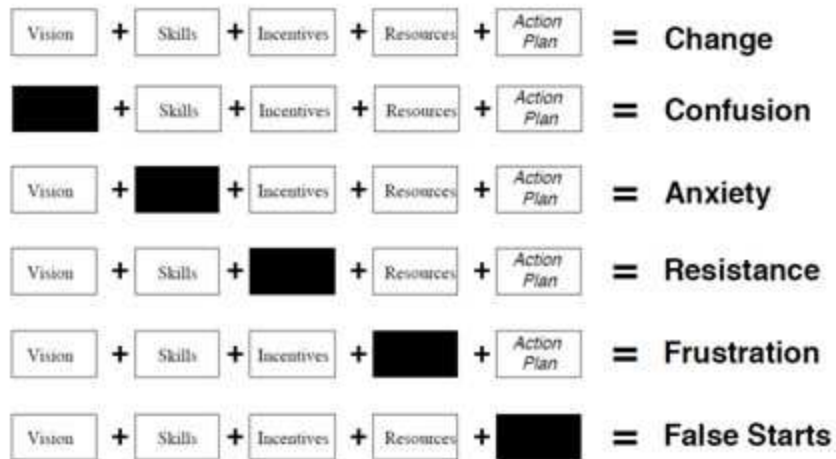


Figure 3. Managing complex change from Knoster, Villa, and Thousand (2000)
Taken from an article by Jen Hocko; <http://uxpajournal.org/user-centered-design-in-procured-software-implementations/>