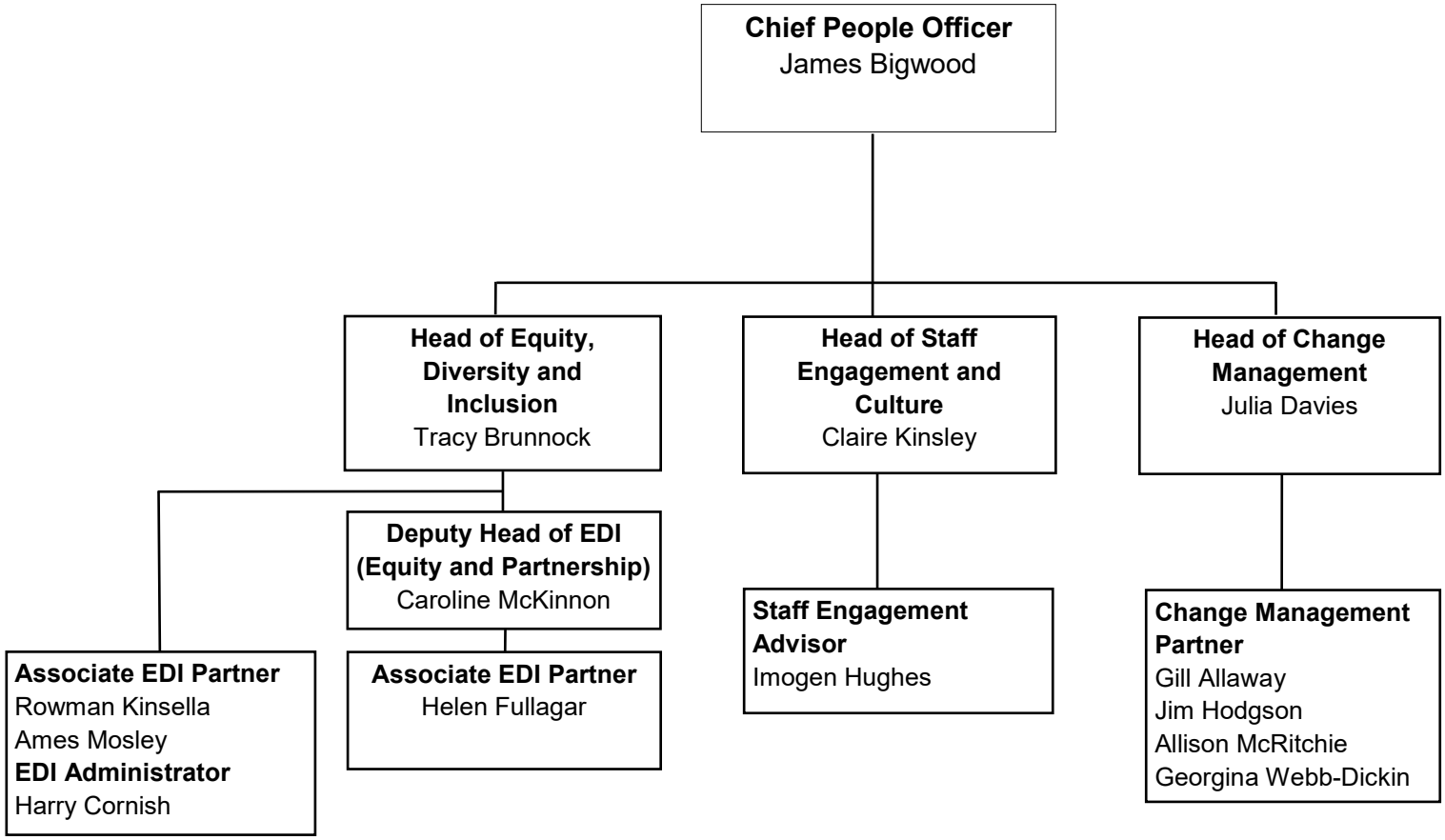EDI, Staff Engagement and Change Management