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| Company Name |
| Change Management Plan |
| [Type name of programme/project] |

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| Insert name of document authorSelect date |

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**Approvals and Sign-Off**

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# Programme/Project ID

*Insert the unique identifier for this programme/project.*

# Business Impact Assessment

* 1. **Description of the change programme**

*Include a brief description of the change programme and the key deliverables.*

* 1. **Business areas impacted by the changes, nature of the impact**

*Outline the impact of the programme on different areas of the business and what form this impact will have.*

**2.3 Risk level and strategic alignment**

*Describe the risks associated with developing and implementing the change programme/project and how strategic alignment (i.e. to corporate goals and objectives) will be achieved and maintained.*

# Productivity Impact Assessment

* 1. **Business processes, systems and services impacted**

*List the main business processes, systems and services impacted by the change.*

* 1. **Business Performance Baseline(s)**

*Summarise the current business/service performance and target performance levels using the following table:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Process/System | Current Performance | Target Performance | Business Change | Projects | Actions |
| *Brief description of the Process/ System to be baselined* | *State current performance metrics* | *State the target performance metrics* | *List the business changes that will impact on performance* | *List the projects that will enable the business changes* | *Note any actions required to capture/ refine baseline data* |

* 1. **Performance Gap Analysis**

*Describe the assumptions and criteria to be applied in addressing the performance gap.*

# Stakeholder Profiles

*Summarise information about your key stakeholders in the following table. Cross-reference to the detailed list and information held in the Stakeholder Register.*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Unique ID | Stakeholder/ Stakeholder Group | Area of Interest | Level of Interest | Level of Support | Involvement |
| *#* | *Insert the stakeholder or stakeholder group name.* | *Describe the stakeholder area of interest*  | *Indicate the stakeholder’s level of interest – high, medium or low.* | *Indicate the stakeholder’s support for change – high, medium or low.* | *Insert the relevant RACI category for this Stakeholder – Responsible, Accountable, Consult, Inform.* |

* 1. **Communications Plan**

*Describe (and cross-reference) the main components of the Communications Plan for engaging with key stakeholders.*

# Training Strategy and Plan

* 1. **Training Objectives**

*Insert the training objectives that need to be achieved to support the business changes.*

**5.2 Training Plan**

*Outline how these objectives will be achieved.*

# Change Team

* 1. **Change Agents**

*List the Change Agents, the business areas they are responsible for liaising with/representing during the change programme/project and the key skills and attributes needed to fulfil their role.*

|  |  |  |
| --- | --- | --- |
| Change Agent | Business Area Interest | Skills and Attributes |
| *Insert the stakeholder or stakeholder group name.* | *Describe the Change Agent’s area of interest*  | *What skills and attributes are needed to fulfil this role?* |

**6.2 Change Team**

*List the members of the Change Team, their key areas of focus in the programme/project and the key skills and attributes needed to fulfil their role.*

|  |  |  |
| --- | --- | --- |
| Change Team Member | Area of Focus | Skills and Attributes |
| *Insert the stakeholder or stakeholder group name.* | *Describe the Change Team member’s area of focus*  | *What skills and attributes are needed to fulfil this role?* |

# Reviews and Feedback

*Indicate what reviews of this Change Management Plan will take place and when during the change programme/project and how feedback will be obtained. Cross-reference to relevant Programme/Project Plan, Transition Plan, Communications Plan and associated programme/project strategies.*