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| Company Name |
| Readiness for Change Report |
| [Type name of programme/project] |

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# Programme/Project ID

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

# Readiness for Change Assessment

* 1. **Experience and Attitude**

*Include a brief explanation of the current attitudes towards change and the previous experience of the organization when making changes. Note any specific lessons learned from previous change initiatives that will be taken on board in the current programme/project. Score the organization’s ‘Experience and Attitudes’ on the scale of 1-5, 1 being ‘NEGATIVE’ and 5 being ‘POSITIVE’ on the Change Readiness Distribution Model below. Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Resources (People and Financial) and Capacity**

*Describe the resources (i.e. people with relevant skills and competencies; financial resources) available to support the programme/project and implement the changes required and the capacity of the organization to manage change with minimal disruption to business as usual (BAU). Score the organization’s ‘Resources’ and ‘Capacity’ on the scale of 1-5, 1 being ‘LOW AVAILBILITY’ and 5 being ‘HIGH AVAILBILITY’ on the Change Readiness Distribution Model below.*

* + 1. **Resources and Capacity Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Culture and Values**

*Describe the impact the planned changes will have on the organization’s present culture and values i.e. will people be required to make big changes to their working practices and behaviours as a result of the business changes? Score the organization’s ‘Culture and Values’ on the scale of 1-5, 1 being ‘MAJOR CHANGE’ and 5 being ‘MINOR CHANGE’ on the Change Readiness Distribution Model below.*

* + 1. **Culture and Values Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Process and Systems**

*Describe the support processes and systems that are needed to enable change e.g. corporate communications, management processes, information systems etc. Score the organization’s ‘Process and Systems’ readiness on the scale of 1-5, 1 being ‘IMMATURE and 5 being ‘MATURE’ on the Change Readiness Distribution Model below.*

* + 1. **Process and Systems Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Service Performance**

*Describe current service-level performance to your organization’s customers and the level of customer satisfaction. Making change in an ‘unstable’ or poor performing organization increases the potential risks. Score the organization’s ‘Service Performance’ readiness on the scale of 1-5, 1 being ‘LOW’ and 5 being ‘HIGH’ on the Change Readiness Distribution Model below.*

* + 1. **Service Performance Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Supplier Performance**

*Describe the current third-party supplier or partner performance and any dependencies on these services of the change initiative. Score the organization’s ‘Supplier Performance’ readiness on the scale of 1-5, 1 being ‘LOW’ and 5 being ‘HIGH’ on the Change Readiness Distribution Model below.*

* + 1. **Supplier Performance Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

* 1. **Service Support**

*Describe the capability of the organization’s existing service management to support the change initiative, transition and the resulting new (post-change) operational state. Score the organization’s ‘Service Support’ readiness on the scale of 1-5, 1 being ‘LOW’ and 5 being ‘HIGH’ on the Change Readiness Distribution Model below.*

* + 1. **Service Support Readiness Actions**

*Note any actions agreed to address any shortfall or lack of readiness to start on the change process.*

# Change Readiness Distribution Chart

*Enter the values in the Change Readiness Calculator (see linked MS Excel Spreadsheet). Changes to the Spreadsheet will automatically update the chart below (IMPORTANT: when you change the filename of the Calculator Spreadsheet, you will need to copy the chart and paste it into this document to ‘renew’ the link).* *Include responsive actions to address any shortfalls in Section 2, above.*

# Change Readiness Review

*Describe what reviews of change readiness will take place and when during the change programme/project. Cross reference to Change Management Plan.*