Business Readiness Checklist

Note: this document contains assistance text in un-bolded red. This text should not remain in the final version of the document.

This checklist is completed by the Change Management & Communication Team, Corporate Programme Office to provide confidence to the Project Board that the business is ready to accept the change and associated products.

Project: <Project Name>

For submission for Project Board: <date>

Scope of change

[ ]  Branch

[ ]  Division

[ ]  Group

[ ]  Department

Number of staffs affected

* Phase 1 – xx
* Phase 2 – xx
* Phase 3 – xx

Type of change

[ ]  Process

[ ]  Organisation

[ ]  Technology

[ ]  Information

[ ]  Job roles

[ ]  Strategy

[ ]  Machinery of Government (MoG)

Size of change

|  |  |  |
| --- | --- | --- |
|  | **Amount of change** | **Description example** |
| [ ]  | Significant | Affects the whole Department; a MoG; new strategy implementation; or a whole new way of working i.e. Activity Based Working |
| [ ]  | Moderate | Affects over a hundred staff; automating a paper-based process; changing job roles or organisational structure  |
| [ ]  | Small | Affects under 100 staff |

Employee readiness

|  |  |  |
| --- | --- | --- |
| Do staff of impacted areas understand the strategic objectives of the change and support its implementation? |  | If no, why? |
| Are impacted staff prepared (trained) and supported (ie access to supporting documents, floor walkers for day one) for the change? |  | If no, why? |
| Is the change expected to be met with high resistance, and if so how is that being mitigated? |  | If no, why? |
| Have impacted staff noted any concerns, issues or risks? |  | If yes, what are they and how have they been addressed? |
| Are there other projects deploying at the same time |  | If yes, what mitigation strategies are in place to assist employees with multiple changes? |

|  |  |  |
| --- | --- | --- |
| **Activities**  | **Complete** | **Comments/Reference** |
| **Leadership engagement** |
| * Division heads have been briefed and are supportive of the deployment – who?
 |  | <Identify who are the Project Sponsor/s> |
| * Branch heads have supported a demonstration to their branch - % of branches having had a demonstration.
 |  |  |
| **Communication** |  |  |
| * Pre-deployment, deployment and post deployment communications has been scheduled and are deploying against the schedule
 |  |  |
| * Slider, news item, screen saver and Intranet page are all approved and awaiting deployment
 |  |  |
| **Process** |  |  |
| * Is the business process (or changes to it) adequately documented?
 |  |  |
| * Has User Acceptance Testing been completed?
 |  |  |
| * Have interdependencies with other operational processes been considered, reviewed, tested and alignment achieved?
 |  |  |
| **Training** |  |  |
| * Change Adviser Network training completed - % of Advocates trained for each phase.
 |  |  |
| * e-Learning/training is available from day one (<day of deployment>) to support users.
 |  | <Provide details> |
| * Are support materials are available for impacted staff from day one?
 |  | <Provide details> |
| **Support** |  |  |
| * IT Help Desk have been briefed and have their scripts for queries
 |  |  |
| * Clear instructions on business support for go-live date have been provided.
 |  |  |
| * Clear instructions have been provided to project team for triaging queries, capturing, processing and responding to them.
 |  |  |
| * Clear instructions have/will be provided to users to support their access to the system on day one.
 |  |  |
| * Is documentation ready to hand over to the BAU team to progress adoption?
 |  | <Provide details> |
| **Other** |  |  |
| * Project team is adequately resourced to respond to queries from Phase 1 as Phase 2 readies for deployment
 |  |  |
| * Are there any Business areas that have signalled they cannot proceed with deployment – if so what is the strategy for them to deploy?
 |  |  |
| * Will system changes be allowed between phases of the deployment? If yes, how will users be notified of any changes?
 |  |  |
| * Will the change implementation be evaluated?
 |  | <Provide details – if yes, what; if no, why not> |

# Readiness Assessment

[ ]  Fully ready

[ ]  Partially ready

[ ]  Not ready

**Why and recommendation/s for mitigation strategies**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

<approver name>

Director
Communication and Change Manager Team
<date>