High Level Change Impact Assessment

[Project Name]

[Division/Branch Name]

*Note: This document contains assistance text in un-bolded, italics red colour. This text should not remain in the final version of the document. Please contact the* [*Enterprise Project Support*](mailto:eps@pmc.gov.au) *for further advice and information*.

**Document Status**

**Version:**

**Date**:

**Author**:

**Approved by**: Principal Change Sponsor, Director, Change Management & Communication Section, Programme Office

**Approved on**:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Program name:**  <if relevant, otherwise leave blank> | |  | | **Executive/Project Sponsor** |  |
| **Project** |  | | **Project ID #** <if relevant> | **Project Manager (if known at this time)** |  |

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| --- | --- | --- |
| **Change impact** | **Communication impact** | **Training impact**  <Select the appropriate measure and colour the box with the matching colour – see Key on page 2> |
| **Low/Med/ High** | **Low/Med/ High** | **Low/Med/ High** |

|  |  |
| --- | --- |
| **Change driven by:** <select appropriate change driver and provide details of the driver> | External:   * Government of the day (ie change of Prime Minister; shift in strategic priorities; Taskforces) * Legislative changes (ie new systems and processes that affect how PM&C work) * Machinery of Government (ie internally who PM&C works with and how)   Internal:   * Executive (ie a new Secretary can shift the leadership and the Department’s direction regarding mission and strategy) * Improvements in ways PM&C work (ie new systems and processes; changes to organisational structure; and/or new reporting requirements that aim to build efficiencies and effectiveness). |

**Change description**

<Describe the change in plain English>

**Project scope**

<Describe the scope of the project succinctly, phases of the project if relevant and in plain English>

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| **Expected business impact/s** <delete the ones not required and provide details of the expected business impact/s> |
| **Processes** <Changes to processes, business models of operation and functions meaning new ways of working; phasing out of old ways of working; changes to existing ways of working> |
| **Organisation** <Changes to organisation structure, staffing levels, roles, skills, requirements, training needs, organisational culture> |
| **Technology** <Changes to technology, buildings, IT systems and tools, equipment, machinery and accommodation> |
| **Information** <Changes to information and data requirements for future business operations and performance measurement ie new reports, changes to existing reports or reporting systems, new data to feed into reports> |

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| **Stakeholders** <provide details on the stakeholders: who are they and anything known about them relevant to the project> | **Location/s** | **Numbers** |
| Project Team |  |  |
| Project Change Sponsor/s <usually will be the FAS/s and above of impacted staff> |  |  |
| Impacted Managers/Supervisors |  |  |
| Change Advocates |  |  |
| Impacted Staff |  |  |
| Business Owner of Project Deliverables |  |  |

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| **Risks to adoption** <any in-scope or out of scope risks that may affected impacted staff and their Managers/Supervisors> | **Planned mitigation** <what will be done to mitigate the identified risks> |
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| **Intended change management approach** <Key principles that will be used to manage the change> | |
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| **Overall budget: $** <if required> | |
| **Communication requirements** <owners, developers, sign off, schedule, channel preferences, timing, any intermediaries> | |
|  | |
| **Communication budget: $** <if required> | |
| **High-level training requirements** <owners, developers, sign off, schedule, channel preferences, timing, any intermediaries. Please note, training videos take up to 8 weeks to develop> | |
|  | |
| **Training budget: $** <if required> | |
| **Delivery milestones** <High level Change Management activities to be included in the Project schedule> | |
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| **Dependencies** <nature of dependency and area responsible for delivery or acceptance> | |
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| **Post Implementation Support Requirements** <help desk, support arrangements> | |
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| **Key** | **Change impact** | **Communication impact** | **Training impact** |
| **select the key with the highest score for each impact** | | |
| **Low** | **P** – Minor change/s to existing processes  **O** - Impacts a single business unit.  **T** – Minor change/s to existing technology  **I** – Minor change/s to reporting requirements  Score: \_\_/4 | The vision is clear.  Benefits of the change are clear.  Stakeholders understand/can easily understand the purpose of the project.  There is no distrust based on past failure.  The solution is well defined and no issues are expected.  Score: \_\_/5 | Stakeholders have the knowledge to make it (the change) work.  Stakeholders have time to prepare for the change.  There is opportunity to rehearse the change and/or test it.  Score: \_\_/3 |
| **Medium** | **P** – Change/s to existing processes and/or a different application/s of an existing process  **O** - Impacts a number of businesses units.  **T** – Change/s to existing technology or new technology that has been used before (ie use in personal life so have some prior knowledge)  **I** – Change/s to reporting requirements  Score: \_\_/4 | The vision is unclear.  Benefits of the change are unclear.  Stakeholders are unclear regarding/cannot easily understand the purpose of the project.  There is some distrust based on past failure.  There are multiple possible approaches to achieve the project outcomes.  Score: \_\_/5 | Stakeholders have some knowledge to make it (the change) work.  Stakeholders have some time to prepare for the change.  There is opportunity to rehearse the change and/or test it.  Score: \_\_/3 |
| **High** | **P** – Complete new process for the Department  **O** - Impacts whole of PM&C, other agencies, Cabinet or the Prime Minister.  **T** – New technology and change/s to accommodation  **I** – New reporting requirements.  Score: \_\_/4 | The vision is not defined.  Benefits of the change are not defined.  Stakeholders do not understand the purpose of the project.  There is distrust based on past failure.  The solution is only vaguely defined and solution is hard to identify.  Score: \_\_/5 | Stakeholders have no knowledge to make it (the change) work.  Stakeholders have no time to prepare for the change.  There is no opportunity to rehearse the change and/or test it.  Score: \_\_/3 |

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| **Consultation** < completed in order> | **Date** |
| 1. Business Owner |  |
| 1. Project Director (if known) |  |
| 1. Change Management and Communication Team |  |
| 1. Change Management Advisory Group |  |

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| **Approved** <once consultation has been completed, the document is to be approved> | **Date** |
| <Name>  Principal Change Sponsor  Director, Change Management & Communication Section, Corporate Programme Office |  |