

 **Protective Marking**

Change Overview

Project/Program name

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Enquiries regarding the Creative Commons licence and any other use of this document are welcome in writing, by post or email at:

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This template includes prompts and example text to support the development of the Change Overview. Delete the prompts and example text before finalising the document.

# About this template

Completing this Change Overview is optional. The high-level view can be a useful tool when discussing the change management with stakeholders and alongside particular project delivery methods such as Agile.

The Change Overview provides a macro view of the change management for a specific initiative.

## The Change overview includes:

* the change scope, vision, objectives, factors driving the need for the change and the outcome being delivered
* the change impacts of the initiative on stakeholders
* who the impacted stakeholders are
* how change readiness will be achieved from the stakeholders perspective and how the change effort is progressing
* the change management approach, activities and deliverables for the initiative to support and enable all aspects of the change
* the transition and support activities provided at the point of the change to ensure a smooth transition to the future state
* why change management is a key component to achieving the outcome/s being sought

To complete this template, have discussions and/or conduct workshops with the team delivering the initiative and stakeholders to develop a shared understanding of the change, analysing the change and planning the change management

### The following documents will also provide assistance and/or information to complete this Overview:

* APS Change Framework Overview
* Change Context template/completed document for this initiative
* Change Impact Assessment template/completed document for this initiative
* Change Readiness Assessment template/completed document for this initiative
* Change Management Plan template/completed document for the initiative
* Transition and Support Plan template/completed document for this initiative
* Project documentation such as the project business case, initiation document or implementation plan
* Corporate Plan/s or relevant strategy documents

For change management guidance and support, please contact the APS Change Management Centre of Excellence at PortfolioChangeStewardshipOffice@homeaffairs.gov.au

# Change Overview for Project/Program name

## Date last updated:

|  |  |  |
| --- | --- | --- |
| Change Context | Why <xxx> is being delivered | Stakeholders |
| * What the project/program is delivering
* Who the project is being delivered by
* When and How the delivery will occur
 | The reason (business drivers, policy change, environmental or political factors). The problem that is being solved. What the objectives are. The outcomes being sought. What the benefits are (e.g. efficiency gains, monetary savings, reduced risk, enhanced security). | Identify the stakeholders who will be impacted by this change (Primary), as well as any other stakeholders you would like to capture in this overview |

|  |  |  |
| --- | --- | --- |
| Impacts | Risks | Change readiness |
| Consider how the change will impact specifically on people and how they will need to perform their jobs, the systems, processes, products or tools they use and the behavioural or other changes they may need to make. | Risks for this change and how they will be mitigated | * The stakeholders view of how change readiness will be achieved, the specific activities and how they will contribute
* How the change effort is progressing
 |

|  |  |  |
| --- | --- | --- |
| Change Management objectives and strategy/approach | Change Management Activities | Transition and support activities |
| * What are the change goals/outcomes? What do you want stakeholders to do as a result of this change management?
* What change management methodology/ies will best support this particular change? What mechanisms will be used to ensure the workforce has or acquires the skills and competencies required? What mechanisms will be used to ensure the necessary behaviours and attitudes have been adopted?
 | * Stakeholder engagement
* Communication
* Training/knowledge transfer
 | * Pre-transition activities
* On-the-day activities
* Post-transition activities
 |

# Why Change Management

Standard text to be included

Change Management enables us to carefully consider the impacts of change on people, processes and systems, and the organisational and reputational risks posed by the change itself. It is the design of strategies and interventions to support effective transition to the future state, manage risk and effectively sustain and reap the benefits.

Where one critical component of delivery is the actual change. The other critical part of the equation is people. If people do not adopt the change, see value in building the capability, applying the new process, or do not change the way they do their job, the change will not deliver its intended benefits and return on investment.