

Change Impact Assessment

A Change Impact Assessment identifies how a proposed change will affect people, processes, systems, and performance. It ensures that all potential consequences are considered and managed before implementation.

1. Purpose of This Tool

- ☐ Evaluate the scale and scope of proposed changes.
- ☐ Identify potential risks, dependencies, and resistance.
- ☐ Support effective planning and communication.
- ☐ Reduce disruption and increase adoption success.
- ☐ Align change actions with organisational objectives.

Tip: Understanding the impact before implementation saves significant time and cost later.

2. Change Overview

Field	Details
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Change Title	
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Department / Function	
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Sponsor / Owner	
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Change Manager	
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Date Prepared	
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Implementation Date	
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- ☐ Capture core information to establish ownership and accountability.

Tip: Every change must have a clearly identified sponsor.

3. Description of the Change

Area	Description
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Purpose	Why the change is being introduced.
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Scope	What is included and excluded.
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Expected Benefits	What outcomes or improvements are anticipated.
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Success Criteria	How success will be measured.
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☐ Define the change clearly to support accurate impact assessment.

Tip: The clearer the scope, the easier it is to communicate and deliver.

4. Areas of Impact

Area	Description of Impact	Impact Level (H/M/L)	Comments
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People / Roles			
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Processes			
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Systems / Technology			
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Culture / Behaviour			
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Policy / Compliance			
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Customer Experience			
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☐ Evaluate every area that could be affected by the proposed change.

Tip: Consider both direct and indirect impacts across departments.

Notes

5. Stakeholder Impact Summary

Stakeholder Group	Impact Description	Level of Change (H/M/L)	Resistance Risk (H/M/L)	Engagement Approach
Frontline Employees				
Team Leaders				
Department Heads				
Customers / Clients				

☐ Identify how each group will be affected and how to manage their transition.

Tip: Anticipating resistance allows you to plan support, not reaction.

6. Process and System Dependencies

Process / System	Dependency Description	Risk if Not Managed	Mitigation Action	Owner
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☐ Map all upstream and downstream dependencies before implementing change.

Tip: Dependencies ignored early often become issues later.

7. Risk Assessment

Risk Description	Likelihood (H/M/L)	Impact (H/M/L)	Mitigation Strategy	Owner
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☐ Assess and prioritise risks linked to the change process.

Tip: Focus first on high-impact risks even if their likelihood is low.

8. Training and Support Requirements

Role / Group Skills or Knowledge Gap Required Training Delivery Method Timeline

☐ Identify all training needs to ensure smooth adoption.

Tip: Training is most effective when delivered close to the time of change.

9. Communication and Engagement Plan

Audience Key Message Communication Channel Frequency Responsible Person

Employees

Managers

Leadership

Customers

☐ Define how and when stakeholders will be informed.

Tip: Clear and early communication reduces uncertainty and builds trust.

10. Implementation Readiness Checklist

- ☐ Stakeholders briefed and supportive.
- ☐ Resources and tools prepared.
- ☐ Training content finalised and scheduled.
- ☐ Dependencies identified and mitigations in place.
- ☐ Communication materials ready.
- ☐ Post-implementation review plan defined.

Tip: Readiness should be verified, not assumed.

Notes

11. Post-Implementation Review Plan

Review Area	Date	Responsible Person	Criteria for Success
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Adoption Rate			
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User Feedback			
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Performance Improvement			
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Issue Resolution			
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☐ Review outcomes and lessons learned once the change is complete.

Tip: Post-implementation reviews are essential for validating success.

How to Use This Template

Use this assessment before implementing any change that affects people, systems, or processes. Involve stakeholders early to ensure accuracy and buy-in. Combine it with the Stakeholder Mapping Tool and Continuous Improvement Checklist for a complete change management framework.

Notes