

Ref	Deliverable	RAG	Comments/Actions	Readiness Owner
<b>1. Change Impact Analysis</b>				
1.1	Develop Business Readiness Approach			
1.2	Establish Business Readiness forum			
1.3	Monitor programme change impacts			
1.4	Monitor wider change initiatives			
<b>2. Training</b>				
2.1	Training Needs Analysis (TNA) created			
2.2	Training schedules developed			
2.3	Training environment in place			
2.4	Relevant training material developed (incl format)			
2.5	Train-the-Trainers sessions delivered			
2.6	Training Delivered to end-users			
<b>3 Organisation Design</b>				
3.1	Creation of draft Org Design (OD)			
3.2	Share current Org Design detailing roles, teams and individual names			
3.3	Alignment of Teams and Roles to final role mapping file			
3.4	Any changes to working patterns agreed and communicated			
3.5	All user device types (laptops, mobiles, handheld scanners etc.) identified			
<b>4. Capability Development</b>				
4.1	Produce resource model to incl Testing, Training, Cutover and Stabilisation			
4.2	Recruitment plan implemented			
4.3	Nomination of "Business Champions"			
4.4	Monitor Cultural development			
<b>5. Business Engagement</b>				
5.1	Define Engagement Approach			
5.2	Plan engagement events			
5.3	Delivery of relevant communications			
5.4	Measure engagement success / Stakeholder management			
<b>6. Business Procedures</b>				
6.1	BPDDs address known pain-points where feasible			
6.2	Business Process understood and signed-off			
6.3	Documented suite of policies that are up-to-date, accessible & have owners			
6.4	Review and supplement Business Processes with any off-system steps as necessary			
<b>7. Business Continuity</b>				
7.1	Define scope, approach, and plan			
7.2	Drive BC procedure development & testing			
<b>8. Transition</b>				
8.1	Approach for Pilot signed off by business			
8.2	Business resources agreed and signed-off for Pilot			
8.3	Hypercare support mechanisms communicated to teams			
8.4	Post deployment floor-walkers and super-users identified			
8.5	Post deployment support plan signed off			
<b>9. 3rd Party Readiness</b>				
9.1	Identify owners and agree stakeholder ownership for all Third parties			
9.2	3rd party readiness assessment			
<b>10. Systems</b>				
10.1	Testing strategy signed off by Business			
10.2	Outputs from functional test presented to the Business			

10.3	Business resources agreed and signed-off for UAT		
10.4	UAT execution schedule agreed with Business		
10.5	User Acceptance Test plan signed off by the Business		
10.6	UAT exit criteria satisfied - go, no go decision		
<b>11. Data &amp; Reporting</b>			
11.1	Reports required to measure the BAU operation defined agreed		
11.2	Reports required to run the BAU operation defined agreed		
11.3	Document BAU report owners and recipients		
11.4	Document Transition report owners and recipients		
11.5	Plan developed and resources agreed to cleanse data		
11.6	Business sign-off that data is ready to migrate		
11.7	Data cleanse and backlog clearance activity completed		
<b>12. Infrastructure</b>			
12.1	Support cutover readiness activities		
<b>13. Benefits &amp; Realisation</b>			
13.1	Benefits fully documented and shared with PLT		
13.2	Benefits tracking approach created and implemented		
<b>14. Customer Engagement</b>			
14.1	Create customer contact strategy		
14.2	Customer comms delivered		

Stage	Area	Criteria	Programme	Business
PREPARE	1. Change Impact Analysis	High level change impacts evaluated, updated and agreed with key stakeholders Detailed role change impacts conducted	Identify & Document change impacts	Ensure change IA fully addressed
	5. Business Engagement	Stakeholder analysis conducted, specific engagement objectives and messages agreed Engagement activities deployed, progress tracked and logged Specific engagement levels surveyed and specific engagement objectives achieved	Define Engagement Approach Stakeholder management Plan engagement events Roll out communications Measurement engagement	Active participation in Events Line manager responsibility to reinforcing messages to teams outside of events
DESIGN	3 Organisation Design	Organisational design options identified Roles and responsibilities, reporting lines, governance and structures clearly documented	Org design and definitions	Active participation in discussions Agree roles and responsibilities,
	6. Business Procedures	Business process catalogue updated over duration of programme Procedures updated to programme requirements Procedures, policies and processes updated in alignment	Identification new processes & procedures Develop detailed process maps	Support procedure changes Validate and sign-off new procedures Test new procedures
	10. Systems	Exiting systems adapted where necessary and new systems put in place to meet requirements Systems trialled and tested Evaluation and monitoring processes of systems in place	Define scope and delivery plan Arrange user testing	Conduct User acceptance testing Validate and sign off
	12. Infrastructure	Technical infrastructure sized and integrated to maximise end user experience Property and supporting equipment in place and fitted to required state Infrastructure for BCM is put in place	Agree cutover strategy Prepare deployment approach	Support cutover readiness activities
	7. Business Continuity	Business Continuity Management (BCM) processes clearly documented and ownership established All relevant stakeholders are engaged and responsibilities are clearly communicated BCM processes trialled and tested	Define scope, approach, and plan Drive BC procedure development	Identify and develop BCM test Roll-out new BCM documentation
	11. Data & Reporting	Integrated Data capture, MI and reporting for transition period and BAU agreed Integrated data capture and reporting and MI tested and implemented	Data Architecture and systems Operational reporting and dashboards	Data cleanse Data quality checks
EXECUTE	2. Training	Training needs analysis conducted and training strategy in place Training materials developed and signed off by relevant business stakeholders Train the trainer sessions completed, materials, training types and exams evaluated and updated Training environment (systems, data etc.) in place Attendance tracking processes in place	Develop training strategy Conduct training needs analysis Develop Training Material	Support training strategy Define training schedules Ensure attendance at events
	8. Transition	Interim processes clearly defined, documented and agreed Timelines and milestone flexibility per process agreed with business owners and staff Training on transition processes completed	Develop Business Readiness Approach Establish Business Readiness forum	Business readiness testing Post go live support
	9. 3rd Party Readiness	Transition processes clearly defined, documented and agreed Training on transition processes completed	Provide requirements for 3rd parties Facilitate tripartite discussions	Training for 3rd parties 3rd party readiness assessment
REVIEW	14. Customer Engagement	Customer analysis conducted, specific engagement objectives and messages agreed Specific engagement levels surveyed and specific engagement objectives achieved	Define customer engagement	Identify Customers to be engaged
	12. Infrastructure	Technical infrastructure sized and integrated to maximise end user experience Property and supporting equipment in place and fitted to required state Infrastructure for BCM is put in place	Agree cutover strategy Prepare deployment approach	Support cutover readiness activities
	13. Benefits & Realisation	Financial and non financial benefits identified and agreed with the executive teams Function specific benefits identified and actions and owners agreed with key stakeholders Benefits realisation tracked and discussed with key stakeholders	Identify and measure benefits Define new benefits	Agree new benefits with programme track performance against benefits Track benefits against delivery

Business Readine Key Performance Indicators - [Project] / MM/DD/YYYY / VX.X														
KPI	1. Change Impact Analysis	2. Training	3 Organisation Design	4. Capability Development	5. Business Engagement	6. Business Procedures	7. Business Continuity	8. Transition	9. 3rd Party Readiness	10. Systems	11. Data & Reporting	12. Infrastructure	13. Benefits & Realisation	14. Customer Engagement
Change														
Business														