

G Cloud 14

Change & Communication Management



Human centric
change consultancy.



Change & Communication - Service Definition

Our Change & Communication service assesses the design and application of change artefacts across, portfolios, programmes and projects. We undertake formal gateway review stages, maturity assessments or bespoke change management evaluations.

We provide a customisable and scalable model for leading and delivering change communications for programmes and digital transformations following product, agile, waterfall and hybrid methodologies.

Px²' Change & Communication service assesses the effectiveness of organisational, portfolio, programme and project change management and associated decision-making. We evaluate accountability structures to ensure strategic objectives and successful delivery of benefit led change. We can help you assure existing change communication plans and strategies for implementation in the project lifecycle.

Our approach balances proven methodology with an understanding of what is right for your organisation's environment, applying approaches tailored to the scale and scope of the work. Through working collaboratively with all stakeholders, our skilled, and experienced professionals are able to transfer knowledge and skills to build sustainable capabilities in your team.



Change & Communication - Benefits

We will ensure integration with existing systems and processes as well as making the necessary recommendations to enable future growth. Benefits include:

Colleagues are empowered to maintain quality and impactful communications	Aligning customer expectation with delivery outcomes
Greater ability for colleagues to make and sustain good user engagement	Increased shared learning from other peer organisations
Accurate alignment of demand and capacity through effective stakeholder engagement	Greater engagement and buy in of colleagues/service users
Increased visibility of tracking measurable quality and outcome improvements	Embedding of a pragmatic and proportionate communication plans
Increased resilience to external scrutiny through 'safe' independent challenge	Develop a fully mobilised user centred, product design ethos

Change & Communication - Features

Our list of related services include delivering:

Change Management to create structure and consistency	Change and communications strategies to embed transformation activity
Independent communication strategy development	Change management reviews to ensure service user engagement
Bespoke design to you but underpinned by recognised methodologies (PROSCI)	Emphasis on upskilling and knowledge transfer to enable self-sufficiency
Change governance to ensure correct messaging in line with delivery	Develop product led, user centred design approaches
Change planning to ensure the right messaging are being sent	Focus on delivery and optimising outcomes across any lifecycle

Additional information

On boarding & Off boarding process

Properly understand the requirement

It is essential that we work with you to understand the requirement so that we provide the right resources with directly relevant experience at an appropriate level of seniority.

Protect team availability

Having the right team on board from the start and also on-going continuity within the portfolio, programme or project will help to deliver the outputs in the desired timescales.

Work synergistically and innovatively

Based on our previous experience, we can often suggest the optimum delivery mechanisms and/ or alternative solutions which will deliver benefits (or cost-savings) over time.

Service scope

Ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.

Review / agree engagement

Depending on the gestation of an assignment after the initial discussions and planning, you will have the opportunity to review and amend a draft Statement of Work(s) / Services. We want to ensure that we start on the assignment on a mutually agreeable basis and have full alignment of objectives. It may be that we iterate a Statement of Work(s) with you, to move from a draft to an agreed requirement.

Ordering and invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note: we are not able to accept Government Procurement Card (GPC) payments.

Customer responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Planning

Px² proactively support the Buyers' team implementing Change & Communication services to support cloud hosting and software services through sharing of industry best practice and our experience.

Our structured approach utilises proven methodologies (PROSCI) and innovative ways of working underpinned by experience of managing emerging challenges in the fast-changing cloud hosting and software environment.

Px² is able to deploy colleagues qualified in delivering change & Communications with a background in actual delivery and best practice programme and project management methodologies or approaches including: ChPP, ICP-ACC, PROSCI, PRINCE2, MSP, APMP, MoR.

We will work with your organisation to develop, define and implement suitable governance, controls and management and reporting regimes ensuring successful change planning alongside your digital project or programme plan.

We have expertise in digital transformation in the public sector and combine this with practical experience of assisting projects and programmes in the planning phase to meet the requirements of the Digital Services Standard and Technology Code of Practice.

Setup & Migration

Our consultants are experienced in the adoption of cloud-based technologies, as well as change & communication strategies for agile and waterfall delivery models which integrate with your cloud-based delivery solutions.

Using this experience, we are able to analyse your current business change management approach & provide recommendations for improvement prior to embarking on your cloud or digital delivery journey.

With the adoption of modern Agile iterative approaches, we will help you with your preparation, migration, and post migration communications to support and deliver a service that is fit for purpose and provides a platform for further growth.

Px² can provide advice on best practice across the full spectrum of project and programme management change & communication capability and approaches for newly initiated projects/programmes, or to upskill and develop an internal capability for future deliveries.

We will provide you with an approach that will ensure you are confident that your decision to migrate to the cloud is right for your organisation & fully meets business need.

Social Value

At Px², we aim to create value through everything we do for our customers, our staff, our communities and the planet.

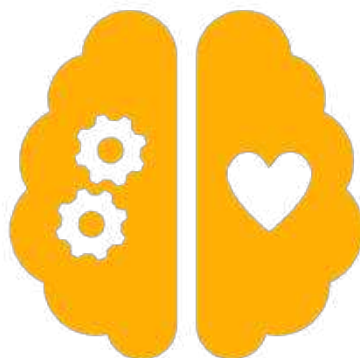
We have created four pledges in the areas of charity, career development, graduate training and apprenticeships, waste reduction and the use of digital technology in safeguarding public services.

Volunteering

- We will work with the voluntary community and social enterprise and charity sector (VCSE) to deliver 20 hours community activities that support local needs.
- Support our charity partner the Good Things Foundation to help reduce the digital divide and bring digital skills into society and our future workforce.
- We will continue to support charitable causes that are close to our heart, that align with and support our people values.

Environment

- We will minimise waste embracing the 'recycle, reuse, repair and refuse' philosophy to reduce waste to landfill by 10% over 5 years - 2023-2028.
- We pledge 15 people hours/ year to reducing climate impact and improving biodiversity, via our volunteering programme.
- We will proactively champion waste reduction initiatives, advising and supporting colleagues to use resources efficiently, reducing waste and maximising environmental gain.



Safeguarding services

- We will keynote at 1 large customer, partner, or industry event, speak at 3 customer, partner, or industry events, and offer pro bono advice to senior policymakers.
- We will speak at 1 event for young people to introduce them to technology careers paths.
- We will continue to contribute positive thought leadership about how we can use modern technology to safeguard our public services for future generations.

Staff wellbeing

- We will provide career paths for all our people and we will develop our PDP process.
- Support the commitment to the Armed Forces Covenant and ensure that Px² is a pro forces recruitment partner, including offering enhanced support for those employees who are also reservists for the UK Armed Forces.
- We will support our colleagues holistically as whole people, throughout all stages of their career with Px².

G Cloud Service Directory

We offer a full suite of P3M, Agile and digital services to support delivery of your programmes.

Please contact us or review the G-Cloud portal for more information on:

PMO	Agile Delivery	Digital
Project, Programme & Portfolio Management	Agile coaching	Digital, Data and Technology strategy
Project Management Office (PMO) development	Agile blueprint	Change & communications management and training
Digital Strategy & Roadmap	Product led model	Digital maturity assessment
Business Change & Modernisation	Agile ways of working	Independent gateway and assurance reviews
Governance & Assurance		

About Px²

Contact details:

The principle point of contact for this service is:

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