

Consulting Services
G-Cloud 12 – Service Definition
**Change Readiness and Adoption
Assessments** Version 1.0

1. About Us

Valcon is a full-service provider that works at the intersection between consultancy, technology, data, advanced analytics and strategy. Situated in The United Kingdom, The Netherlands, Denmark, Sweden, Germany and Croatia, Valcon forms a European community helping clients across national borders. We focus on end-to-end transformations in which we create long-lasting and sustainable value together with a human approach.

We know that every link matters in improving an organisation value chain. We support our clients in pursuing the right change in people, system, and process. Our involvement is based on deep knowledge and experience, working shoulder to shoulder with many different organisations. We do not blindly follow a methodology; we follow through on getting things done. Who have deep expertise in operationalising strategy, process design, data and analytics, technology, and change.

2. Service offering

Valcon recognise the importance of ensuring plans for managing change remain effective and relevant. Before any change is implemented a readiness assessment is undertaken, and effective engagement plans created. We aim to ensure there is dynamic change to engagement plans as delivery evolves to guarantee effective and timely benefit delivery.

Features

- Investigate the readiness state by stakeholder group adopting the change
- Evaluate adoption approaches by stakeholder to improve speed of embedding
- Improvement plans to achieve better outcomes for implementing/adopting change
- Guide benefit realisation mechanisms aligned to business plans
- Develop an overview of change implementation available for Senior Leadership
- Implement an effective change release framework
- Evaluate and optimise engagement channels planned
- Sequencing and alignment of change within operational duties of employees

Benefits

- Increased understanding of the threats to success prior to implementation
- Improvement plans prior to implementation where required
- Early warnings of stakeholder related risks and issues
- Map engagement by delivery drops or components
- Maximise adoption of the changes to realise benefits
- Correlation of delivery against business case commitments
- Minimise impact on operational performance

3. Approach

To achieve successful change implementation, it is necessary to understand business and operational complexities, change appetite and organisational readiness. Valcon's Change readiness assessment focusses on adoption-success; by assessing the impact, context and burden of change by stakeholder group and refining delivery to accommodate those factors. With a detailed understanding of the existing landscape of your organisation, your cloud migration strategy can be developed in tandem with the mobilisation of a roadmap preparing the ground for change and adoption. We collaborate with you to understand stakeholder change maturity, and the tools for change i.e. vision, business case, governance, risk management, communications. This is captured in an adoption roadmap for the delivery which supports greater value from the project or programme.

In order to effectively assess change readiness and the likely efficacy of adoption approaches it is necessary to assess the design impact analysis and the stakeholder map. When reviewing stakeholders we would expect to see active management of the groups impacted and evidence of understanding of their current level of comfort with the change. In parallel with your technical migration, we will implement enhancements to improve the change management maturity of the organisation outlined above using pilot or roll-out approaches as appropriate. Valcon Consulting value the importance of transitioning our outputs to the organisation through documentation, conversation and analysis.

4. Effort and Cost

Effort will be scoped between Valcon and the client based on the skills mix required. See the Pricing Document for the current rates.

Rate card prices are exclusive of VAT. Expenses are re-charged at cost. Expenses will be evidenced by receipts and will include reasonable travel, accommodation and subsistence costs. The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of and engagement is dependent on the key assumptions identified through collaboration between the client and Valcon. These will be documented and agreed as a part of the Statement of Work.