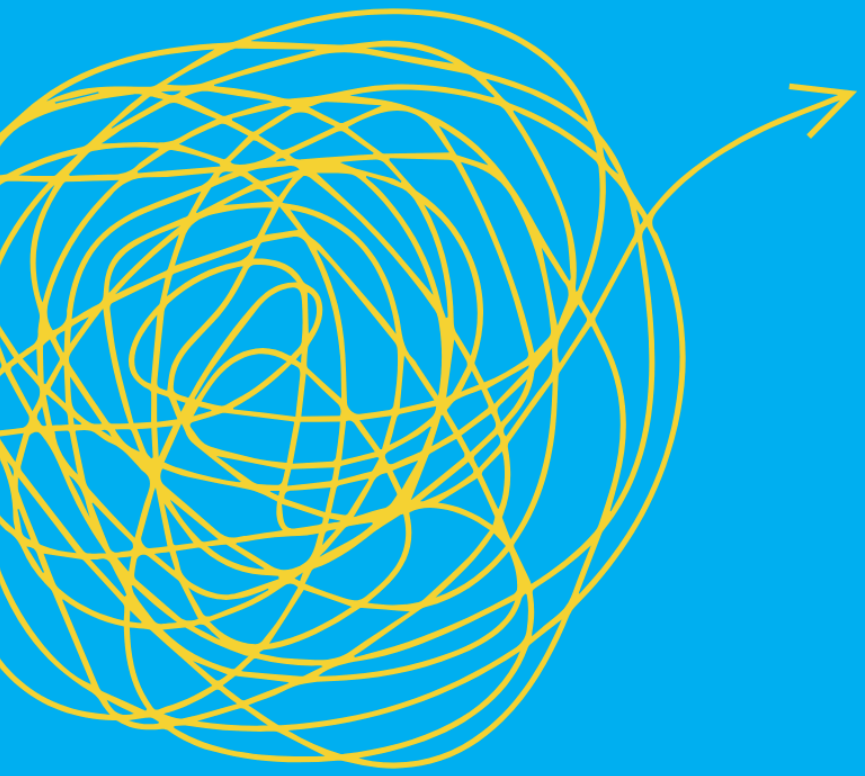
Change Navigation for Cloud Transition

G-Cloud 15



We help public services make progress on messy problems using agile approaches that improve services quickly

Basis.
changing the change

Service Description

The challenges involved in managing the transition to cloud-based services look technical. However, the context within which public services operate brings an added layer of complexity. Consequently, the change interventions required to ensure transitions to cloud based services are delivered successfully often need to be transformational in nature, engaging staff in driving change as opposed to simply communicating it.

Research shows that most change fails. Our own research into public sector change programmes and particularly cloud transitions has shown that most programmes deal with considerable complexity. Organisations often need to undergo a significant cultural change to adopt the new way of working. There often isn't a 'plug and play' approach or an 'expert solution' to how change should be delivered. Nonetheless, many public sector change programmes are organised as if there is such a solution. This is one of the core reasons why many programmes fail. Using the appropriate interventions, combining transformational with programmatic approaches, significantly improves the likelihood that change sticks.

Through our own research with UK public sector organisations (published as part of research dissertation – University of Oxford) we have developed, tested and proved the efficacy of our own proprietary approach to selecting change interventions. Our change navigation approach helps organisations to gain agreement and practical processes to enable transitions to cloud based services and is focused on identifying the most effective change approach for any given situation; we provide both the training and the tools to use this approach on an ongoing basis.

We use the VeCIT framework, as a means of identifying and selecting the correct combination of transformational and programmatic approaches to embedding change throughout a programme of cloud transition.

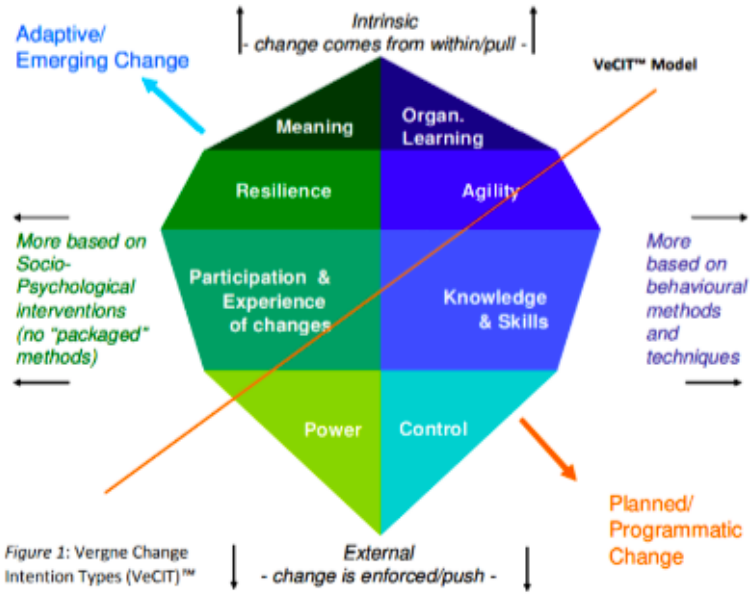


Figure 1: Vergne Change Intention Types (VeCIT)™

Features

- Analytics and diagnosis of your specific organisational barriers
- Approach to implementing and managing the change to cloud services
- Engaging workshops developing practical actions/change psychology to plan transition
- Reusable approaches
- Developing your capacity to plan and deliver complex change
- Available fully online. Not a virtual webinar, but engaging workshops

Benefits

- Understanding complex and technical elements of transition to cloud challenge
- Stakeholder engagement and mobilisation
- More effective planning and delivery of transition to cloud
- Better understanding of barriers to change
- Collective planning to overcome barriers to change
- Adapt to and improve online working

Brief description

The challenges in managing transition to cloud-based services look technical but are actually complex, and solutions need to be transformational. The VECIT change navigation approach helps organisations to agree and plan transitions to cloud-based services to ensure that change sticks. This offer is delivered 'online in-person', in an interactive manner.

Introduction to Basis Ltd

We help public services tackle messy problems. We pioneered the use of Agile as a means of transforming services in the public sector. In the last 10 years, we've helped hundreds of services to improve outcomes for real people, quickly. Our peers and clients have recognised our approach and results. For seven years running (2019-2025) we have been identified as a leading management consultancy working in the Public and Social Sector by the Financial Times.

Our services have a wide range of applications for cloud-based services. We help our customers to understand service user needs, to design services that meet those needs using an Agile approach, and to support teams and leaders to embed those services beyond our intervention. We recognise that many public services, particularly in health and social care, continue to require relational interactions, as not all service needs can be met through digital solutions. We help customers to design coherent, end-to-end services that encompass both the relational and digital components.

Effective 'click and mortar' public services meet the needs of the many and not just the few. These public services promote the adoption of cloud-based services; a small amount of support during early interactions can empower service users to transact online in the future.

Online delivery and facilitation

All of our services can be provided in person, or online; we are experts in virtual facilitation. Working online we have:

- Facilitated over 10 online Impact Sprints with social impact organisations and local authorities to understand the impact of COVID-19 on their communities and coordinate their response quickly
- Supported people and organisations to turn their events and training into online engagement ranging from – REN21 a Think Tank focussed on global renewable energy policy, Stockholm School of Economics EMBA programme, a coaching programme in Virginia (US), and youth engagement for Generations for Peace (Amman, Jordan)
- Designed and facilitated a global conference for the Alliance for Child Protection in Humanitarian Action attended by over 500 delegates
- Built the capacity of teams in local government, UNESCO, Unicef and the UN Disarmament Directorate to run virtual events with international participation

Get in touch



All of this is probably best talked through and we are keen to do so. Let us know when works for you, and we'll book in a call.

E-mail: comms@basis.co.uk

Call: 0203 239 2407