



Change Management Service Definition Document

**G-Cloud 15
Lot 3 Cloud Support**

Change Management

Introduction

Civiteq supports public sector organisations to deliver successful behavioural and operational change as part of organisational transformation, digital programmes and ERP implementations.

We provide structured, people-centred change management that helps organisations embed new ways of working and realise measurable benefits. Our services span change strategy, impact and readiness assessment, communications and engagement, learning and development, operating model transition and benefits management.

Our approach is grounded in practical delivery experience and is designed to support leaders, staff and stakeholders to understand the change, feel prepared for it, and adopt new processes and systems with confidence.

What we do

Civiteq provides end-to-end change management support across the full lifecycle of transformation and ERP-enabled programmes. We work alongside programme, technology and business teams so change activity is integrated, proportionate and focused on adoption and outcomes.

Organisations typically engage this service when they are:

- Preparing for major organisational, service or ERP transformation
- Moving from legacy or on-premise systems to cloud-based platforms
- Experiencing low engagement, resistance to change or readiness concerns
- Preparing for go-live and early-life support
- Seeking to realise and evidence benefits following implementation

Our change management services include:

- **Change strategy and planning**
Defining a clear, deliverable change approach aligned to programme objectives, milestones and governance, setting out how change will be led, communicated and embedded.
- **Change impact and readiness assessment**
Assessing how changes affect roles, processes, systems and services, and evaluating organisational readiness to inform planning, prioritisation and risk mitigation.
- **Communications and engagement**
Designing and delivering structured communications and engagement activity, including stakeholder mapping, key messages and channel planning, to build understanding and buy-in.

- **Learning and development**
Defining learning strategies, undertaking learning needs analysis, and designing training approaches that equip users with the skills and confidence to adopt new systems and processes.
- **Cultural and behavioural change**
Supporting leaders and teams to embed new behaviours, ways of working and accountabilities that sustain change beyond go-live.
- **Target Operating Model (TOM) transition**
Supporting the people and organisational aspects of operating model change, including role impacts, organisational design considerations and transition planning.
- **Benefits management**
Defining benefits, establishing baselines and tracking realisation so change activity contributes to measurable organisational outcomes.

In practice, this service helps organisations move beyond technical delivery, meaning people are ready, capable and supported to adopt change. The service can be delivered independently or alongside other Civiteq G-Cloud services, including ERP advisory, programme delivery and procurement support.

How we do it

Civiteq applies a consistent, phase-based delivery approach that enables buyers to govern change activity with confidence and evidence.

Our approach places strong emphasis on governance, readiness checkpoints and practical delivery, so change activity remains aligned to programme milestones and decision-making.

1. **Mobilise** – Confirm scope, objectives, governance, roles and ways of working.
2. **Discover** – Baseline readiness, change impacts and risks across people, processes and technology.
3. **Design** – Define the change approach, communications and learning strategy, and benefits framework.
4. **Prepare** – Deliver readiness actions, engagement activity and training preparation.
5. **Implement** – Support go-live through targeted communications, training delivery and readiness assurance.
6. **Embed and optimise** – Track adoption and benefits, stabilise change and support continuous improvement.

Each phase concludes with a readiness checkpoint to confirm agreed conditions are met before progressing.

Outcomes you can expect

Buyers using Civiteq's change management services can expect:

- **Improved confidence and engagement from leaders, staff and stakeholders**
Through clear change leadership, consistent messaging and structured engagement, leaders are better equipped to sponsor change and staff understand both the purpose of the change and their role within it.
- **Reduced resistance to change and increased adoption of new systems and processes**
Early impact assessment, targeted communications and tailored learning mean concerns are addressed proactively and users feel supported to adopt new ways of working.
- **Clear visibility of organisational readiness, risks and mitigation actions**
Readiness assessments, dashboards and checkpoints provide objective insight into preparedness, enabling timely intervention and informed decision-making.
- **Faster, more effective transition to new ways of working**
Coordinated change, learning and engagement activity aligned to programme milestones reduces disruption and accelerates stabilisation following go-live.
- **Measurable benefits aligned to organisational and programme objectives**
Benefits are defined early, tracked throughout delivery and embedded into operational ownership, supporting accountability and value realisation.
- **Change that is embedded, sustained and owned by the organisation**
By building internal capability and ownership, change is sustained beyond the life of the programme rather than dependent on external support.

Timescales

Change management is typically delivered in line with wider transformation or ERP programmes.

Indicative phases include:

- **Discovery and planning (4–12 weeks)**
Understanding the current state, identifying change impacts and readiness, confirming stakeholders, and defining the change, communications and learning approach.
- **Design and preparation (8–20 weeks)**
Designing future ways of working, developing communications and learning materials, preparing leaders and teams, and establishing readiness tracking.
- **Delivery and readiness support (aligned to programme milestones)**
Delivering engagement, communications and training activities, refining readiness assessments, and supporting decision-making ahead of go-live.
- **Post-implementation optimisation (4–20 weeks)**
Supporting adoption, tracking benefits, capturing lessons learned and embedding continuous improvement.

Exact durations depend on scope, organisational readiness and programme complexity.

Resources

Change management engagements are delivered by multi-disciplinary teams tailored to the scale and complexity of the programme.

Typical roles may include:

- **Change Lead**
Provides overall leadership for the change workstream, sets direction, drives alignment with programme objectives, and acts as the senior point of contact for change-related activity.
- **Change Manager / Analyst**
Undertakes change impact and readiness analysis, supports planning and tracking, and works with stakeholders to identify risks, resistance and mitigation actions.
- **Learning and Development Lead**
Designs the learning strategy, undertakes learning needs analysis, and helps users have the skills and confidence to adopt new systems and processes.
- **Communications and Engagement Lead/Consultant**
Develops and delivers communications and engagement activity, keeping stakeholders informed, engaged and supported throughout the change.

Team composition and effort are scaled to reflect programme size, risk and organisational capacity.

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