AVANTIS PERFORMANCE

LOT 3
CHANGE MANAGEMENT

Change Management

WHY AVANTIS

We specialise in helping organisations in secure and public sector environments solve complex business and digital problems. Experts in critical decision making we deliver robust business and digital solutions.

Through our business advisory and consultancy services we develop innovative digital solutions, de-risk your delivery, develop talented workforces, transform business capabilities and support your business. Our expert consultants don't simply deliver transformational success, they future-proof your projects. In everything from Business Analysis & Requirements, Decision Support, Procurement, P3M and project controls to learning and development, we give your teams the skills they need..

DELIVERY APPROACH

Avantis' approach to Change management is a multifaceted process that requires careful planning and a human-centric approach. We will ensure stakeholders understand the reasons behind the change and believe in its necessity.

We will reinforce the need for change to ensure initiatives are not transient but become a lasting part of your culture. This will be achieved through formal mechanisms such as policy updates, new performance metrics, and rewards that align with the change objectives.

We will drive change from the top, working with business leaders to spearhead and role model the required behaviour and characteristics to ensure lasting change.

Avantis will involve all within the programme to achieve higher levels of motivation and a greater sense of agency among the workforce. in a document set ready for progression through the approvals cycle.

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SERVICE DESCRIPTION

Avantis' well established Change Management approach utilises best practice and industry standards to plan, prepare, engage with and provide a framework to deliver change effectively. We understand that people are the centre of any change initiative and have delivered to several Top Level Budget (TLB) functions within various government departments.

SERVICE FEATURES AND BENEFITS

Features:

- Designing and implementing new ways of working, processes and tools.
- Proposing and implementing organisational change within client organization to achieve a project/programme centric organisation.
- Senior stakeholder liaison to integrate the business change within the wider strategic portfolio.
- Establishing and managing a change management plan.
- Leading/operating within a formally recognized change management team.
- Review of historical change data, reporting structures and decision making processes.
- Establishing/refining the constitution and terms of reference (TORs) for assurance/governance boards.
- Design, optimise and implement control frameworks.
- Apply specialist schedule, risk and cost management.
- Model for Change Boards.

Benefits:

- Improved culture of change management and maturity assessment.
- Increased visibility and assessment of management practices impacting decisions.
- Consistent alignment of change initiatives with the organisation's strategic objectives and performance management systems.
- Optimised benefits realisation and value for money assessments.
- Enhanced governance and performance reporting.
- Lessons learned are applied more widely.
- Improved key performance indicator (KPI) definition and monitoring.
- Repeatable good practices established across all change management initiatives.
- Improved quality and configuration management.

Change Management

ASSUMPTIONS & DEPENDENCIES

Detailed assumptions and dependencies will be assessed on an individual contract basis and form part of our proposal to a Statement of Requirement.

AVANTIS G-CLOUD SERVICES

Agile Advisory and Delivery	Digital Project and Programme Management Office (PMO)
Asset Management	Digital Transformation
Benefits Management	Innovation
Business Analysis & Requirements Management	Integrated Test, Evaluation and Acceptance
Business Case Development, Approvals and Decision Support	Network Services
Change Management	Obsolescence Management
Cloud & Network Migration	Options Analysis and Decision Support
Cloud Exploitation	P3M Maturity Assessment
Cloud Procurement Strategy	Project, Programme and Portfolio (P3) Controls (P3C)
Coaching, Skills Development & Knowledge Transfer	Project, Programme and Portfolio Management (P3M)
Contract & Tender Management	Project and Programme Planning & Scheduling
Contract Negotiation	Risk, Issue and Opportunity Management
Cost Estimating, Cost Modelling and Finance	Secure by Design
Cyber Security and Cyber Resilience	Service Management
Data Analysis and Management	Target Operating Model Definition & Organisational Design
Delivery Management	Training Needs Analysis & Development Mapping

ORDERING AND INVOICING

Avantis will require a signed Purchase Order before work commences.

We typically define a mutually agreed Milestone Payment Plan (MPP) as part of the onboarding process, based on deliverables.

Invoices are raised monthly in arrears in accordance with the MPP and are payable within 30 days of receipt.

Avantis is able to use the MOD's CP&F electronic purchasing system.

SERVICE LEVELS AND SUPPORT HOURS

We provide a nominated Delivery Manager to be the single point of contact for the contract.

Avantis will use Key Performance Indicators (KPIs) to monitor the quality of work. These will be agreed for each assignment, and include performance metrics relating to Quality, performance, responsiveness and management.

Our staff will be available to support you on-site or remotely, as required for the duration of the contract during the normal business day. Nominally this is an eight-hour day between 8am and 6pm, Monday to Friday, excluding Public Holidays. Support outside these hours can be arranged by negotiation.

AFTER-SALES SUPPORT

We will conduct a Post Project Review to assess how well the delivered outcomes have provided the expected. We openly discuss any concerns or follow up actions and answer queries.

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ONBOARDING AND OFFBOARDING

We tailor our onboarding to each customer requirement, which starts at the tendering stage to determine IT, security clearance, sites access, Handover/Takeover and project delivery requirement. We use this to inform our onboarding plan, which is reviewed and agreed with each customer on commencement. We will actively manage onboarding of each resource to ensure they are able to deliver value a quick as possible.

Prior to the end of our engagement we will plan our exit, preparing to ensure that our customers are able to maintain service delivery after we exit. We work with all stakeholders to enable a smooth transition, providing handover documentation and artefacts to preserve critical knowledge and information. Our offboarding process will ensure our customers are satisfied with Avantis' performance and delivery.

We will undertake a close-down meeting to ensure all contractual obligations have been met, deliverables are signed off and service delivery is maintained, including ensuring that knowledge transfer has been undertaken and relevant staff have been upskilled.

IMPLEMENTATION AND PLANNING

Avantis' implementation planning starts at the bidding phase and more detailed on notification of contract award.

We undertake an assessment of your requirements, determine the scope of work, together with the risks, assumptions and dependencies to create a realistic draft implementation schedule. We will develop work packages, underpinned by a detailed Work Breakdown Structure, which will enable monitoring and management of the tasks. We will continually mature our plan to include:

- Resources required to deliver the outcomes of each work package
- Detailed mapping of each deliverable and milestone
- Reporting and meeting drumbeat
- Payment and quality milestones
- Any other plans, such as security and quality.

Our proven approach will enable our delivery to the expected quality within timescales required.

Avantis will assess and manage risks, issues and dependencies. We will share our assumptions and work with you to ensure our delivery and enable you to realise maximum benefit.

For pricing information, please see our **Pricing Document**.


AVANTIS
PERFORMANCE
SIMPLIFY THE COMPLEX,
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