



Service Definition
Business Change & Transformation



Mission

To create highly **productive** environments fueled by **compassionate** accountability, psychological **safety** and thriving **wellbeing**.

Vision

To be known in our **chosen markets** as the **number one** organisation for enabling **disruption** and delivering **sustainable change** and **growth**.

Values driven
People focused
Technology enabled

Our Services



Transformation & change

- Change Readiness Assessment** - Evaluating people & organisation preparedness
- Strategic Transformation Design** - Bespoke planning on proven methodologies
- Interim Leadership** - Providing expert leadership to navigate critical change
- Transformation Diagnostics** - Review & recommendation; status, performance & health
- External Challenge & Peer Review** - Leveraging diagnostics for audit & improvement
- Virtual Programme Management Office** - Expert resource with oversight, on demand



Digital & IT

- Strategic Visioning & Roadmap Development** - Aligning business & IT strategy. Planning for delivery
- Cloud Readiness & Seamless Migration** - Ensuring smooth transition to the cloud environment
- Comprehensive Skills Evaluation** - Assessing and enhancing team capability, identifying and addressing gaps
- Policy Framework & Process Maturity** - Strengthening organisational frameworks and processes for enhanced assurance
- People Management & Productivity Sizing** - Maximizing team potential and operational efficiency
- Performance Reporting & Perception Management** - Leveraging user experience to anticipate problems & using data to improve



Leadership and Wellbeing

- Strategic Leadership & Team Development** - Creating a culture and an environment for others to thrive
- Dynamic Cooperation & Teamwork** - Fostering effective collaboration and shared purpose
- Wellbeing & Psychological Safety** - Creating a dynamic, thriving environment
- Continuous Learning & Skill Development** - Developing a learning culture of continuous innovation and growth
- Organisational Flexibility & Adaptability** - Equipping your team to flourish in change
- Strategic Risk Management & Decision Making** - Enhancing judgment and confidence in critical situations

Business Change and Transformation

Transforming the way in which services are delivered and moving applications to the cloud, or indeed moving between cloud instances, is never just a technical exercise. You need organisational and strategic alignment, commercial and contractual agreement, design, architecture and execution plans.

We deliver IT, Digital, Organisational and Service Transformation design and support that provides assurance for change and transformation. We bring experience, reassurance and adaptability.

We work in partnership - combining process and governance, agility and assurance, momentum and speed.

Features

- Established methodology for change management
- Change readiness assessment methodology
- Strategic and Operational planning and road mapping
- Transformation programme design and assurance
- Transformation programme assessment and review
- Transformation programme direction
- Skills assessment and enhancement
- Detailed progress reporting and remediation
- Virtual support for programme execution
- Programme performance auditing

Benefits

- Enhances governance and process
- Mitigates risk and reduces dependencies
- Aids communication, planning and confidence
- Provides assurance and certainty
- Enables successful programme execution
- Assesses skills and addresses gaps in knowledge
- Provides greater visibility of programme progress
- Ensures cost effective control and management
- Provides milestone and programme close assurance
- Aids action planning and prioritisation of interventions



Our Approach

	Define	Design	Deliver
Process	Develop and communicate vision, ambition and case for change Build a common understanding of today and tomorrow Explain the need to change and set direction Analyse change readiness Develop the roadmap and set direction	Get change ready – people/process/place Identify / qualify (Business Case) Develop Programme Architecture & Operating Model Design the governance, assurance and support Establish the PMO, Frameworks, Training, Tools and Templates	Mobilise the programme teams Embed communication rhythm and reporting drumbeat Maintain specialist transformation oversight - check, challenge and direct Specialist leadership and oversight for critical change workstreams in place. Support organisational and transformation leadership
Outcomes	A clear and compelling narrative that reflects the ambitions of the organisation Shared articulation of the journey to be undertaken and the planned route. Shared language and messaging for all stakeholders. Clear mandate and support to begin the required transformational journey.	An environment and culture in which transformation/disruption can thrive An unambiguous definition of success A clear, unified view of programme status with practical and proportional governance Evidence based decision making underpinned by data and insight; An appropriate resourcing model	Oversight with the right balance of pace, delivery, control Minimised risk and maximised benefits Operational engagement and ownership of transformation Future workforce development underway Programme managing near term imperatives and long term ambition Outcomes tracking to plan for people and place





Primary contact for this service – Paul Knight
speaktous@therpna.co.uk

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