

G-Cloud 15

Organisational Change



AtoS

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1. What is Organisational Change?

As it delivers its digital transformation and cloud agenda, the government faces significant change management challenges. Reducing staff resistance to change is required to accelerate adoption and realise the desired transformational benefits, as articulated in the agreed business case. Strong change leadership across the Civil Service is needed to provide role models and change champions, as well as support innovation-led growth. Technology must enable the breakdown of silos within government departments, create new ways of working and lead to a cultural shift, as identified in the government's 'Culture is Digital' agenda.

Our Organisational Change Management service supports organisations and their leaders in their end-to-end transformation journey. We support organisations from the initiation of strategic change initiatives through stakeholder engagement and communications planning to the development of required skills, knowledge transfer, and user training. We focus on ensuring government staff and stakeholders are ready, willing and able to adopt new digital technologies:

- **Ready:** We ensure all impacted staff are aware of the change, and firmly understand the programme vision and timescales.
- **Willing:** We ensure staff understand the need for change to deliver on the government's strategic/business imperatives, and that they recognise the benefits of behaving differently, relinquishing any emotional attachment to previous ways of working.
- **Able:** We ensure staff are trained in the specific skills, process knowledge, and enabling IT systems to undertake the new processes correctly and consistently.



2. What does it deliver?

In line with the Digital Service Standard, we develop solutions by understanding users' needs, gathering feedback, iterating, and improving services that deliver positive user experiences. Our PROSCI-trained consultants use the ADKAR® (Awareness, Desire, Knowledge, Ability, Reinforcement) model to tailor the Atos Change Management toolkit to meet the needs of different user groups.

Our skilled and experienced Change Management consultants have worked within Government Digital Service (GDS) Standards on cloud people, process and data-driven projects to deliver the following outcomes:

- **Strategic Objective Alignment:** Our change management approach ensures the digital transformation effort is aligned with the government's strategic objectives and priorities. We help define clear business goals and outcomes for digital and cloud initiatives, ensuring that they deliver tangible business value.
- **Engaged Employees:** Our change management approach will empower government staff by upskilling them in digital capabilities and providing them with the right tools. We will support performance improvement and engagement across the organisation. We support Civil Service Leaders and Sponsors, as well as nurture government departmental change champion networks to create the cultural shift and enhance adoption.
- **Clear Communications:** We ensure clear and consistent communication across all levels with government departments' digital transformation programmes. We help staff understand the purpose of the digital transformation, how it impacts their roles, and what is expected of them.
- **Effective Stakeholder Engagement:** We involve and engage all stakeholders, including staff, management, sponsors and 3rd party organisations/partners, throughout the transformation process. This ensures everyone is on board with the changes, leading to better project outcomes.
- **Risk Mitigation:** Our change management approach helps identify potential risks and challenges associated with the transformation. This allows for proactive mitigation strategies, reducing the likelihood of project delays or failures.
- **Improved Efficiency:** By streamlining processes and introducing new ways of working, change management supports improved efficiency and productivity.



3. What is our approach to Organisational Change Management?

Our Organisational Change Management approach is based on a proven, structured framework and a suite of tools and templates, which are applied flexibly to meet transformation needs. This includes:

- **Strategic Change Planning**

We clarify the case for change and the 'why' behind it. We create and agree on a compelling future state or vision that explains "What's in it for me?" and the benefits from an organisational, team and individual perspective.

To gain an understanding of the context, impact, and complexity of the change, we assess the organisation's readiness for change, explore other initiatives underway, and evaluate the impact of the change on how staff work today. All these activities shape an iterative Change Plan that minimises risk to the business.

- **Mobilising and Engaging**

The delivery of the Change Plan involves ongoing stakeholder engagement strategies and plans. We establish a change network of senior sponsors, managers, and change champions to support these activities. Communication strategies and plans are developed to prepare staff for the forthcoming changes aligned to programme delivery phases.

- **Delivering and Embedding the Change**

We provide staff with the knowledge and skills needed for new ways of working by explaining 'how' they will work with the new tools. Based on a training needs assessment, this could range from familiarisation sessions to face-to-face training or train-the-trainer sessions. Essential for the success of the change is gathering feedback and monitoring adoption to ensure the new ways of working are adequately embedded, and benefits are realised.

The delivery model for this offering primarily uses UK-based resources.



4. What are the Benefits

Digital transformations often fail to achieve the desired outcomes defined by programme leaders at programme initiation. A differentiator in success is investing in structured business change aligned with strategic objectives. The demonstrable benefits of our Organisational Change Management service include:

- **Commitment to Success**
Increase business buy-in to the programme, commitment to its success and support for the change required
- **Leadership**
Senior managers lead and visibly champion change to support teams.
- **Engagement**
Teams are supported and engaged throughout delivery and transformation.
- **Persona Driven**
Tailored delivery to meet the needs of different user groups.
- **Tailored Training**
Generate user-focused training content and promote self-learning.
- **Adoption**
Develop a culture that adopts change and increases project impact.
- **Monitoring and Tracking**
Monitor adoption rates to ensure business benefits are achieved.
- **Support Network**
Provide local support through the change champion network.



5. What terms apply?

To the fullest extent permitted under G-Cloud 15 Framework Agreement and the Call-Off Contract, Atos will provide the Services in accordance with the Atos Supplier Terms (which will include, but may not be limited to , the Supplier Acceptable Use Policy, Supplier Data Processing Agreement, Supplier Specific Shared Responsibility Model, Supplier SLAs and Supplier Licence Terms and any applicable Third-Party Terms outlined in this Service Description document and the Order Form) and this Service Description document.

For clarity:

- Atos Supplier Terms may be modified in accordance with the provisions of the Call-Off Contract and remain effective except where expressly overridden.
- Hyperlinks included in the Atos Supplier Terms and Service Description document remain effective where they point to Atos' or the relevant Third-Party Terms or documents. Should a hyperlink cease to function, Atos will work with the client to update it through the agreed procedure.



6. Termination

Termination shall be in accordance with:

- The G-Cloud 15 Framework terms and conditions
- Any terms agreed within the Order Form of the relevant Call-Off Contract
- For this specific service, by default Atos ask for at least thirty (30) days prior written notice of termination without cause.

Atos commits to the continued provision of services for the duration of the Call-Off Contract subject to the terms and conditions of the G-Cloud 15 Framework Agreement, the Call-Off Contract, the Atos Supplier Terms and the applicable Third Party Agreements (as defined in the Atos Supplier Terms and indicated in the Order Form) related thereto.



7. How do I order?

Please contact our team at: gcloud@atos.net

- We will prepare a quotation for your review, including any applicable volume discounts.
- Once the quotation is agreed, we will issue the necessary documentation (as required by the G-Cloud Framework) and request a purchase order from you.
- Upon receipt of your purchase order, we will configure the services in line with the agreed requirements. Where applicable, you will also receive access to our self-service portal to begin provisioning services.
- If you are a new customer, you may need to complete additional 'new supplier' forms.
- Invoices will be issued to you and to Crown Commercial Service (CCS), quoting the purchase order number, for the services procured.
- We will also submit the required monthly management information reports to Government Procurement.



8. Glossary

Term	Definition
ADKAR	Awareness, Desire, Knowledge, Ability, Reinforcement
GDS	Government Digital Service



9. Why Atos

Atos has been a trusted partner on every G-Cloud iteration since the framework began, helping public sector organisations modernise with confidence. We combine global expertise with deep UK experience, delivering secure, scalable cloud solutions that meet the highest government standards.

As Europe's leading provider of cloud and cybersecurity services, Atos offers end-to-end capabilities - from migration and hosting to SaaS and consultancy - supported by UK delivery centres and strategic partnerships with hyperscalers.

Our focus on innovation, sustainability, and social value ensures that customers not only achieve operational excellence but also contribute to a greener, fairer future. With Atos, you gain a proven partner committed to driving efficiency, resilience, and transformation across public service.



About Atos

Atos Group is a global leader in digital transformation with c. 67,000 employees and annual revenue of c. €10 billion, operating in 61 countries under two brands – Atos for services and Eviden for products. European number one in cybersecurity, cloud and high-performance computing, Atos Group is committed to a secure and decarbonized future and provides tailored AI-powered, end-to-end solutions for all industries. Atos Group is the brand under which Atos SE (Societas Europaea) operates. Atos SE is listed on Euronext Paris.

The purpose of Atos Group is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

Learn more at: atos.net