

Valcon G-Cloud Lot 3 Service Definition

Change Capability Development Programmes

[Set Up and Migration | Engagement and communication planning]

Version 1.0

1. About Us

Valcon is a leading European consultancy specialising in AI and data-driven business transformation, with a growing and established presence in the UK. A trusted partner to major organisations including multiple UK Government departments and public sector agencies. Valcon connects strategy and operations, helping organisations create value in their transformation programmes.

With over 1,750 consultants across Europe, Valcon brings deep expertise across data, AI, technology and consulting. In the UK, Valcon works with clients across financial services, public sector, retail, industrials and infrastructure. Valcon is backed by private equity firm Rivean Capital.

2. Service Description

Change Capability Development builds an organisation's long-term ability to design, lead and sustain change by embedding people, skills, tools and ways of working. The service covers nine components: governance (change centre of excellence, strategic alignment, networks); people (competencies, curriculum, leadership, culture); and tools (enterprise framework, benefits realisation, change measurement) capability.

Features

- Conduct change capability assessments
- Provide a Sponsorship coaching programme for senior leaders
- Undertake a change capability gap analysis of people managers
- Map and standardise Engagement Strategies to support future change
- Tailor our Change Management development modules to support your team
- Establish a Change Management resourcing and development model
- Conduct evolving assessment of capability improvements
- Deliver structured knowledge transfer across the organisation

Benefits

- Detailed understanding of capability to manage change within the organisation
- Enhance skills of People Managers to encourage employee adoption
- Upskilling leaders and sponsors to drive the changes forward
- Improved ability to manage current and future changes
- Greater transparency of standard engagement channels across the organisation
- Improved working relationships between programme and operational employees
- Better knowledge transfer around the organisation

3. Approach

As with any project or programme, for cloud set up or migration projects to deliver their benefits, it is necessary to properly prepare for the impact of new ways of working on the impacted stakeholders. Our

experience in successfully delivering change within a wide variety of contexts allows us to bring to life our Change Capability development programme with real world examples.

The most effective way to build a Change Capability Development programme is to assess the organisation's current ability to manage change and identify suitable projects, to form the foundation. Once established, a structured framework is designed across three elements: Governance, People, and Tools and Templates. Governance is enabled through a Change Centre of Excellence, strategic alignment and change networks. People capability is developed via clear competencies, curriculum, change-capable leadership and a receptive culture. Tools and templates, including an enterprise change framework, benefits realisation and change measurement, are deployed and embedded into delivery and PMO structures.

Once embedded, the capability is reinforced through continuous measurement, knowledge sharing and coaching, ensuring consistent application across initiatives. Over time, the framework is scaled beyond pilot projects and integrated into portfolio governance, enabling the organisation to proactively manage change, realise benefits, and build long-term resilience as cloud and digital transformation programmes evolve.

Within our development programme we would encourage all of the organisation's leaders, and change agents to engage in a continuous development journey, working on the aspects of change which come less naturally to each individual. Within technology led change it is often easy to overlook the internal and external stakeholder groups minorly affected and our approach to change management helps to avoid this common pitfall. Through creating a matrix of existing and proposed engagement channels we reduce the innovation burden of each change agent and encourage collaboration instead. Organisation wide capability is evaluated on an evolving basis throughout the programme.

In order to effectively evaluate the existing change landscape within the organisation we would expect to review post-project evaluations relating to the significant programmes from the previous year and have the opportunity to discuss any points of clarification. To assess the individual development needs across teams we typically ask that an online evaluation is completed by staff over a two week period to deliver the insight into focus needed. A desktop review of existing change methods would also inform programme content. The development programme ownership would be handed over with full delivery and design notes and we would support any transition to internal or alternate delivery providers as needed.

4. Effort and Cost

Effort will be determined collaboratively between the Valcon and the client based on the skills mix and scope required.

Please refer to the Pricing Document for current rates.

- Rate card prices are exclusive of VAT.
- Expenses are recharged at cost and supported by receipts.
- Expenses may include reasonable travel, accommodation, and subsistence costs.
- The payment schedule will follow milestone completions as agreed in the Statement of Work.

5. Assumptions

The successful delivery of the engagement depends on assumptions and dependencies jointly agreed between the Valcon and the client.

- These may include (but are not limited to):
- Access to required stakeholders, systems, or information
- Timely decisions and approvals
- Availability of resources and infrastructure
- Defined governance and communication processes

All assumptions and dependencies will be recorded and validated as part of the Statement of Work (SoW).