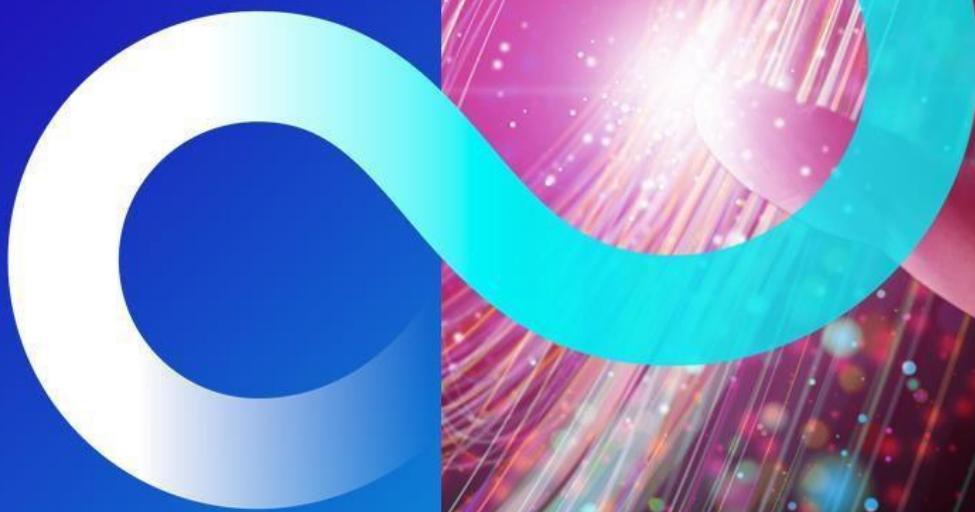


Service Definition

Change Readiness Assessment

FUJITSU



G-Cloud 15

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Change Readiness Assessment Overview

Change programmes still fail for reasons that have been widely researched and identified. Many investments do not achieve the organisations expectations, or planned benefits. Fujitsu recognises that each organisation is in a different starting position when they need to begin a change programme.

Fujitsu has an extensive record of accomplishment in assisting organisations with complex change, covering multiple technologies, , and cultures. Fujitsu deploys a proven methodology for assessing what a change program needs to deliver. This then allows the organisation to proceed with a higher level of confidence that it will achieve the planned benefits within the budget and timescale required.

The Co-creation activity that is included lets the organisation identify where it should consider building capability, blending a delivery-oriented approach with a learning experience.

Fujitsu have successfully worked with a variety of organisations to enable them to benefit from this service:

- Major Infrastructure Client - Assessment and creation of change program need for a new ITSM capability and technology
- Major Rail Client - Change Assessment and planning for enterprise deployment of Microsoft Office365
- Major Financial Services Organisation - Understanding the program support for a new Service Management and self-service capability with ServiceNow

Benefits include:

- Ensures alignment and focus of the project with the business strategy
- Increase in the speed of achieving the benefits the Organisation has identified from the project
- Enables your Organisation to select the best Change Management Strategy, Team Size and Team Model
- Defines the right support system and sponsorship / governance model
- Ensures the Organisation has assessed the risks and identify the possible obstacles in order to put mitigation plans in place

Service Delivery Approach

A team of Fujitsu change specialists, who will utilise the Fujitsu toolset to undertake the Change Assessment, will deliver the Assessment. The tasks the team will undertake are outlined in the following diagram.



Figure 1: Service Delivery Approach

The purpose of Change Assessment is to provide an overview of the organisation's approach to Business Change and where the organisation is at in relation to its strengths and weaknesses. Recognising that success of any Business Change is strongly influenced by the management of the impact on people, the Fujitsu tool set provides a systematic approach to assessing the various components associated with the people aspect. The tool provides a framework for the organisation to have a common understanding and language as to the essential requirements to have in place for successful implementation of any change.

The objectives of the tool are to identify gaps in the current capacity and capability in managing change effectively, providing a baseline for improving the investment required to facilitate, and accelerate the change process and to ensure all the essential change requirements are in place to implement a change plan.

In summary, the resources provided by Fujitsu to Client will be involved in the following Project Activities.

Fujitsu initial research and confirm initial view of challenge

Fujitsu will establish an initial view of the way forward based on similar projects coupled with research based on the initial request for involvement.

Kick-Off Meeting

The purpose is to validate understanding and establish the approach. To fully define the nature of what is being changed, the drivers and any impediments to success.

Determine the Key Stakeholders

Commence the Stakeholder Mapping process and establish the best approach to gain entry.

Stakeholder Interviews

Commence Stakeholder interviews, establish their commitment and “contract” with them regarding their commitment to the change.

Change Readiness Assessment Criteria

Establish and agree with the SRO and BU owners the factors that will be critical to successful change delivery and that will be assessed at the next stage. Also, whether the survey can be just on-line or whether paper forms are required.

Identify Other Sources of Data

Agree other useful artefacts that may provide useful background to assessing the organisations readiness to change e.g. resent Engagement Survey results.

Launch Questionnaire

Deliver questionnaire along with campaign to drive up the response rates.

Focus Groups

Facilitated Focus Groups to verify initial findings and to explore any apparent anomalies.

Feedback Results

Provide feedback through a variety of media e.g. written reports, presentations, power point decks.

Co-Creation Event

Utilise the results to build a plan for what comes next via a co-creation event.

Sample Output

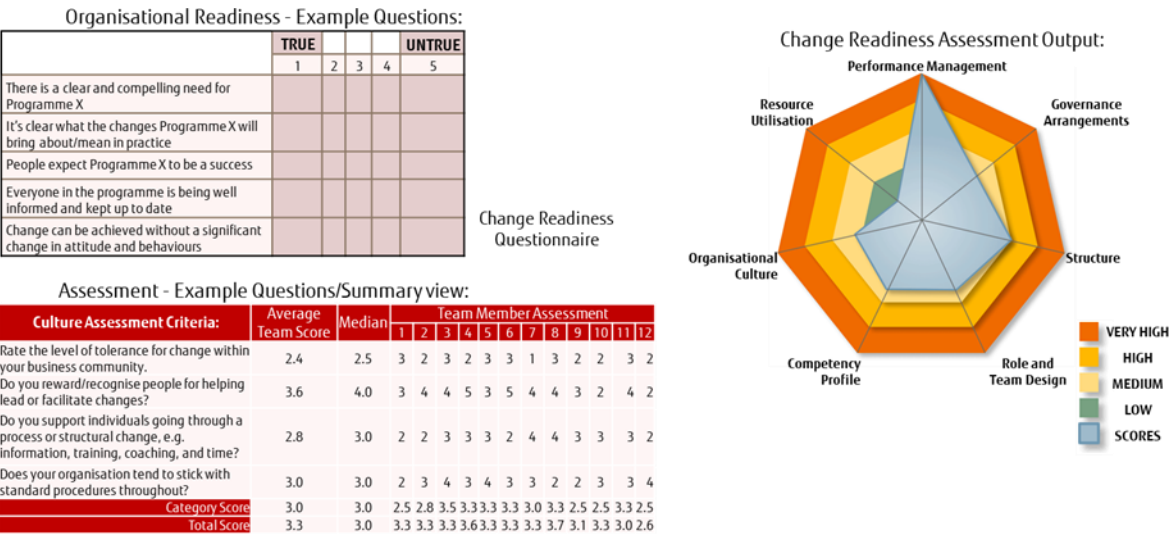


Figure 2: Sample Outputs

Fujitsu will provide the following resources for the project.

- Lead Change Consultant – Working closely with the Client Project Manager to manage the overall project, ensure the project is on track, and take the lead with Senior Stakeholders etc.
- Business Consultant- Works with the Client and the lead Change Consultant to undertake research, compile reports, manage the survey, facilitate workshops, conduct interviews etc.

The usual duration of undertaking a change assessment is Four (4) to Six (6) weeks, and the average price for clients is approx. £32,000. This will be confirmed during discussions prior to the assessment taking place.

Service Deliverables

The following are delivered at the conclusion of the Assessment:

- A detailed project plan for the change activity
- A clear methodology to guide you through the process
- Change readiness artefacts including:
 - The results of the survey
 - A stakeholder map and related strategy
- A report of where the organisation is from a change readiness perspective including all risks identified with potential mitigations
- A plan to address any issues likely to reduce the opportunity for success and a strategy to move things forward

Commercial

Ordering and invoicing Process

- We will commence delivery of the service on receipt of a purchase order
- Fujitsu shall invoice for the Service plus any applicable taxes after delivery of all our products defined in the agreed Terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date")
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day -to-day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owes to Fujitsu
- When remitting payment, the customer will include the applicable Fujitsu invoice that the payment applies to

Customer Termination

The Customer may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to Fujitsu.

Supplier Termination

Fujitsu may terminate this Agreement [or any part thereof], at any time, for convenience by giving not less than thirty (30) days written notice to the Customer.

Consumer Responsibilities

Successful delivery of the Service is subject to the following dependencies upon the Customer:

- Appropriate communications and engagement within the Customer organisation
- Appointment of a single point of contact for the Assessment
- Any information available and required for the assessment will be shared with Fujitsu during (or within 5 working days after) the Alignment Meeting.
- Timely provision of ongoing data as requested by Fujitsu
- Timely access to appropriate/suitable resources
- Co-ordination and timely scheduling (and facilities) for workshops (and meetings), ensuring appropriate attendance and active participation.

The Customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Fujitsu Assessment Service. Fujitsu will not be liable for any delay or deficiency in providing the Service if such delay or deficiency results from the Customer's failure to fulfil these dependencies. Should a delay to the Service result from the Customer's failure in relation to the above dependencies, for example, if there is not full attendance at the scheduled workshops, Fujitsu shall be entitled to amend the Service, Schedule and/or Charges with no liability and shall be entitled to charge Customer for any cost incurred as a result.

Should the Customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Service Constraints

N/A.

Service Exclusions

N/A.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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