

CIVICA



G-Cloud 15 Service Definition Document

Change Management Services

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Contents

Copyright Notice:	2
1. Change Management Services	4
1.1. Introduction	4
1.2. Overview of Services.....	4
1.3. Use of Subcontractors and Partners.....	4
2. Detailed Descriptions	5
2.1. Change Management Service	5
3. About Civica	8
3.1 Overview	8
3.2 Core Propositions.....	8
3.3 Civica Innovations	8
3.4 Full List of G-Cloud Services	9
3.5 Other Framework Agreements	9
3.6 How to Obtain Further Information	9

1. Change Management Services

1.1. Introduction

This is the Service Definition Document for Civica UK Ltd (Civica) Change Management Service under the G-Cloud Framework.

1.2. Overview of Services

Civica offers the following services to help Buyers to plan and implement their cloud-based strategy.

Service	Service Description
Change Management Service	Framework-based, change management services covering vision & benefits, culture, engagement, competency, change leadership that drive Buyer transitions and transformations. Addresses organisational, process or technology-related change by creating practical and effective change strategies, plans for mapping and managing change, roadmaps, blueprints, stakeholder engagement and mechanisms to track and realise quantifiable benefits.

1.3. Use of Subcontractors and Partners

The above services are delivered by Civica UK Ltd. Depending on the Buyer requirement we may operate with other Civica group companies including Civica NI Limited. Civica NI Limited is registered in Northern Ireland at 10 Weavers Court, Belfast, BT12 5GH.

2. Detailed Descriptions

2.1. Change Management Service

Service Features and Benefits

Features	Benefits
• Rapid change readiness / culture and maturity / impact assessment • Change management / benefits realisation strategy development and planning • Change management office, capability/competency and capacity development, guidance, and support • Change management project, programme, and portfolio delivery services • Stakeholder engagement strategy and communications, planning, monitoring, and management • Transformation blueprints, roadmaps, strategic business case development, decision support • Learning needs analysis, strategy development, planning, resource creation and training/up-skilling • Change Manager / sponsor coaching and change network development • Change management specialists, transition managers, business analysts, transformation consultants • Proven frameworks/methodologies: Prosci, ADKAR, Agile Change, APMG, Kotter	• Lower delivery/transition/operational costs (pitfall avoidance, resource alignment) • Accelerated, maximised and sustainable adoption and solution exploitation • Higher likelihood of meeting/exceeding target business outcomes, unlocking strategic value • Better coordination, consistency, and integration between initiatives and across organisation • Increased individual, team and organisational self-sufficiency, responsiveness, and agility • Employees onboard, enterprise better prepared for change, high cultural alignment • Higher morale, employee satisfaction and better staff retention • More robust and transparent business benefit realisation / ROI • Effective, reusable processes, tools and templates, security cleared flexible resourcing • Access to skilled and experienced specialists across range of disciplines

Scope

Civica's broad suite of change management services help Buyer's effect successful transitions and transformations regardless of where they are in their journey. We create practical and effective strategies for change, plans for mapping out and managing change, initiatives to ensure good engagement and mechanisms to monitor and realise outcomes and quantifiable benefits.

Civica uses a standard framework, derived from industry standards, best practice and experience spanning hundreds of projects.

Our framework comprises proven tools and templates to underpin consistent delivery of change management as a full spectrum service, to support standalone change interventions, or as a complimentary service to one of our other frameworks. Draw down from the framework can be tailored to your specific needs to ensure a perfect fit and cost effectiveness.

Project Approach

To ensure all aspects of business change are considered, Civica use a combination of top-down and bottom-up in our approach:

- **Top-down** organisational change includes setting the direction of change (including the vision), implementing systems, strategies, and process to achieve the required change, along with any re-structuring of the organisation that may be necessary.
- **Bottom-up** business and individual change involves the people-focused aspects: motivating and inspiring staff, facilitating cultural acceptance, and overcoming resistance to change. With staff feeling involved in the change. This is often the missing element in unsuccessful change projects (see Figure 1).



Figure 1 – Approach

Civica's framework is sufficiently flexible to be applied in both agile and waterfall delivery methodologies across portfolios, programmes and in projects. Our approach typically aligns with the following stages:

Stage	Typical Activities
Investigate	• Vision development and socialisation. • Characterise the nature of the business change and identify the outcomes and benefits sought. • Define, agree, and socialise strategy for change. • Assess the 'as is' culture and define the 'to be' culture. • Identify and understand stakeholders. • Assess available communications channels. • Assess capability and readiness to deliver change. • Assess impact on individuals and teams. • Identify and recruit senior leadership team and define leadership strategy for engagement.
Plan	• Map benefits and create a benefits realisation strategy and plan. • Develop sponsorship amongst change leaders. • Define approach for planning behaviour change. • Identify implementation performance and adoption measures. • Define stakeholder groups engagement strategy and plan for engagement and communication. • Prepare plans and activities to ready the organisation and individuals for the change. • Conduct training needs analysis. • Create a change network to support transition activities and embed change. • Pre-transition adoption readiness assessment.
Transition	• Execute benefits realisation plan. • Embed values and behaviours. • Manage stakeholder engagement and communication. • Collect feedback and plan/deliver interventions. • Engage and manage change network.

Stage	Typical Activities
	• Ensure continued senior leadership engagement is supported.
Sustain	• Track and manage benefits realisation. • Operational performance and adoption monitoring/reinforcement. • Transition Change network to BAU. • Monitor effectiveness of interventions and training.

Our Change Management framework covers five main areas of focus which extend across all stages of business transition:

- Vision & Benefits
- Cultural Alignment
- Stakeholder Engagement and Communication
- Competency
- Change Leadership

The framework can be tailored to suit your exact needs and, to ensure agility, can be delivered in a 'light touch' approach where appropriate. Civica will analyse, recommend, and plan for the five areas of focus during the Investigate stage (described above).

Buyer outcomes

Civica's Change Management Services deliver:

- Actionable justification for enterprise change investment.
- Higher likelihood of successful implementation and target outcome realisation.
- Risks minimised through early identification and mitigation.
- A clear understanding of the nature and impact of business change sought.
- Increased Change Management competency, capability and self-sufficiency through one-team collaboration, training and coaching, and re-usable processes, tools, and techniques.
- Shortened ROI timescales.
- Maximised and sustainable adoption.
- Lower disruption to 'business as usual.'
- Reduced implementation costs and timescales.
- Higher staff satisfaction.

3. About Civica

3.1 Overview

New policies, advances in technology, restrictive budgets and rapidly changing cyber security risks put increasing pressure on government, while citizen expectations of your services continue to rise.

Our mission is to accelerate the digital transformation of public services, helping you create data-centric, secure solutions and intelligent, AI-driven services built around your goals, budgets and the needs of the citizens you serve. All with minimal disruption. All with expert support. For over 20 years, our focus has been exclusively on central government and defence, establishing a track record of lasting impact. We understand your drive to strengthen critical change programmes, driving better outcomes for citizens, businesses and communities, and value for money for taxpayers. We can turn your imperatives into reality. Faster.

3.2 Core Propositions

Civica's Central Government & Defence (CGD) Division's core offerings comprise:

Expertise on Demand



We share our knowledge, tools and approaches to build centres of excellence and enduring capability within your teams. Whether you require individuals or high-performing autonomous teams, we provide public sector domain experts who understand your challenges and have solved them before.

Intelligent Solutions



We design and build AI-driven intelligent software solutions using trusted data to transform your services. Alongside your teams, we create exceptional citizen experiences, modernise your software, integrate or deploy leading SaaS solutions, or build new intelligent solutions, improving efficiencies and reducing the cost to serve.

Managed Services



Once live, we ensure your systems deliver maximum value and return on investment, adapting as policy changes, technology evolves, cyber threats grow and user needs shift. We can manage your new solution or support your existing tech stack, minimising operating costs as we go.

3.3 Civica Innovations

Civica identifies and develops technology innovations to complement its mission of transforming the way its Buyers work, enabling them to drive improved outcomes for UK citizens, e.g.:

- Machine-based identity verification to improve the user experience in public sector pension management.
- Using advanced technologies to address voting decline by improving citizen engagement.
- Using innovative image processing AI to optimise passenger flow and improve passenger experience and safety at a regional airport

Our innovation labs provide a facility to co-create new ideas and technologies with a Buyer. Our innovation champions help promote and apply advanced technologies such as artificial intelligence, machine learning and augmented and virtual reality, to public service delivery. Peer-group sessions with Buyers have helped fuel the innovation focus, to mutual benefit.

3.4 Full List of G-Cloud Services

This is the list of GCloud service categories provided by Civica's Central Government & Defence (CGD) Business Unit:

- Managed Hosting Services for Azure, AWS and Civica private cloud.
- Cloud professional services covering:
 - Application Transformation
 - Digital Services
 - Change Management
 - Data Management, Data Architecture, Data Analytics and Data Engineering
 - Microsoft (M365, Power Platform and D365)

3.5 Other Framework Agreements

Civica's Central Government & Defence Business Unit operates through the following frameworks.

Framework	Description
GCloud 14 (RM1557.14)	Lots 1, 2, 3 and 4.
Technology Services 3 (RM6100)	Lot 1 Technology Strategy & Services Design; Lot 2 Transition & Transformation; Lot 3 Operational; Lot 4 Programmes & Large Projects.
Technology Services 4 (RM6190)	Lot 1 Technology and Digital Consultancy Services; Lot 2 Transition and SIAM; Lot 5 and 5a Application and Data Management.
Digital Specialists & Programmes (RM6263)	Lot 1 - Capability-based or delivery of multiple projects covered under an overarching strategic service objectives using PPM frameworks.
Software Design & Implementation (RM6193)	Lot 1.
Digital Outcomes 6 (RM1043.8)	Lots 1 to 3.
Digital Outcomes and Specialists 7 (RM1043.9)	Lot 1 - Digital Outcomes; Lot 2 - Digital Capability & Delivery Partner; Lot 3 - End User Services; Lot 4 - User Research Studios & Participants.
Big Data & Analytics (RM6195)	Lot 1: Design, Build & Run Services; Lot 2: Commercial Off-The-Shelf (COTS) Software.
Artificial Intelligence (RM6200)	Discovery and consultancy services related to artificial intelligence (AI), implementation and support of AI systems, end-to-end partnerships, and AI technologies.

3.6 How to Obtain Further Information

For further information please see our website at www.civica.com or contact us on 0333 321 4914.