

Client Profile

- Our client was an innovative communications provider that underwent significant growth in 2012-2014. With growth, came a clear need for more streamlined, scalable, and standardised operational processes.
- cibsys was engaged by the Head of Business Change to optimise the internal processes associated with project and programme delivery. In particular, there was a strong need to establish a robust, yet lean change management process for projects and programmes.

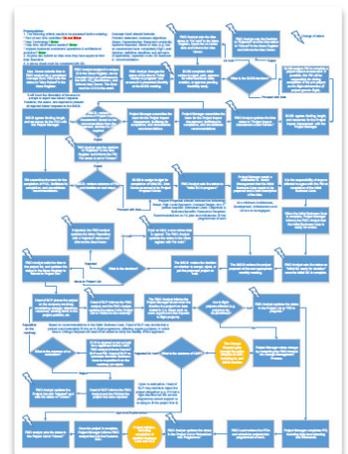
Challenges

- Projects and programmes did not follow the standard change management process, resulting in:
 - ✓ Lack of management visibility and transparency on project performance
 - ✓ Lack of control for rising project running costs, poor adherence to timelines, and scope creep
 - ✓ Project delays impacting clients, such as late delivery of features and products
 - ✓ Low staff satisfaction with internal process and communications

cibsys approach

The following four-step approach was used to develop and implement the process.

1. Tailored best practice frameworks and used internal expertise to propose a fit-for-purpose process.
2. Based on the process requirements, identified and designed tools and guidance to process practitioners.
3. Developed a Change Log and Change Request form template.
4. Presented new process to key stakeholders and provided Board-level communications.



Key Outcome

- ✓ Designed and documented the change management process using iterative feedback from the relevant stakeholders.
- ✓ Improved upon existing tools for change control, including tools and templates for requesting, assessing, approving, and tracking changes.
- ✓ Facilitated interactive feedback sessions with a wider group of stakeholders to revise and agree the process.
- ✓ Developed coaching and support materials for the implementation of the new process.

Value Creation

- ✓ Within three weeks of the engagement, the process was embedded into the existing four programmes of change and successfully tested on the first change requests filed by Project Managers.
- ✓ A higher proportion of projects is being delivered within time, cost, and scope, and to higher customer satisfaction.
- ✓ The Head of Business Change has better transparency and visibility into the project-associated risks and inter-dependencies.

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