

Assess

Our client is an innovative communications provider that underwent significant growth between 2012 and 2014. With this 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 due to:

- » Lack of management visibility and transparency on project performance.
- » Lack of control with rising project costs, poor delivery timelines, & scope creep.
- » Project delays impacting clients, such as late delivery of features and products.
- » Low staff satisfaction with internal process and communications.

Advance

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

1

Tailored best practice frameworks using internal expertise to propose a fit-for-purpose process.

2

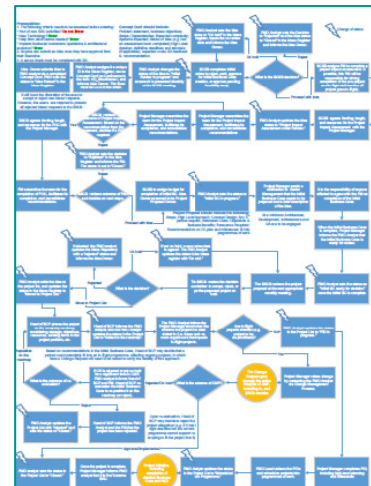
Based on the requirements, identified & designed tools & guidance with process practitioners.

3

Developed a Change Log and Change Request templates and reporting processes.

4

Presented new process to key stakeholders and provided Board-level communications.



Assure

- ✓ Designed and documented the change management process using iterative feedback from stakeholders.
- ✓ Improved existing tools for change control, including process and templates for requesting, assessing, approving, and tracking changes.
- ✓ Facilitated interactive feedback sessions with a wider stakeholders to revise and agree the process.
- ✓ Developed coaching and support materials for the implementation of the new process.
- ✓ 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 were delivered within time, cost, and scope, and to higher satisfaction.
- ✓ The Head of Business Change had better transparency over the priorities, risks and inter-dependencies.