

Step 3 – Understand the change

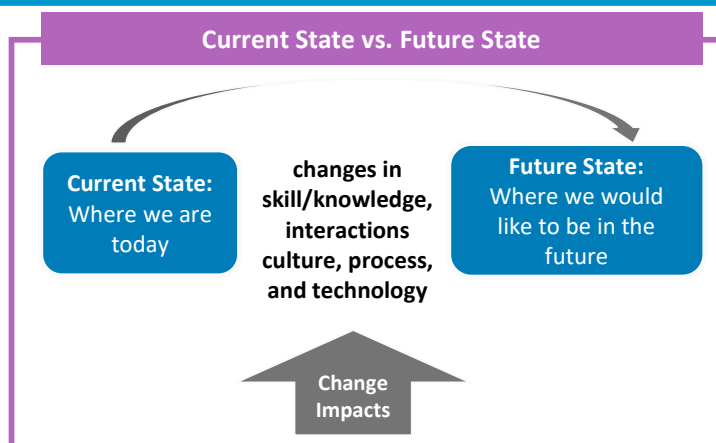
Quick Reference Guide – Change Impact Analysis

Why is change impact analysis important?

In order to achieve a successful implementation, it is critical to understand what is changing and how it impacts various features (people, policy, process and technology).

By conducting a change impact analysis, the team will have a better understanding of the scale of change impacts (e.g. impact on processes, level of change to structures or roles).

This results in the project team gaining better insights to determine actions needed for change success.

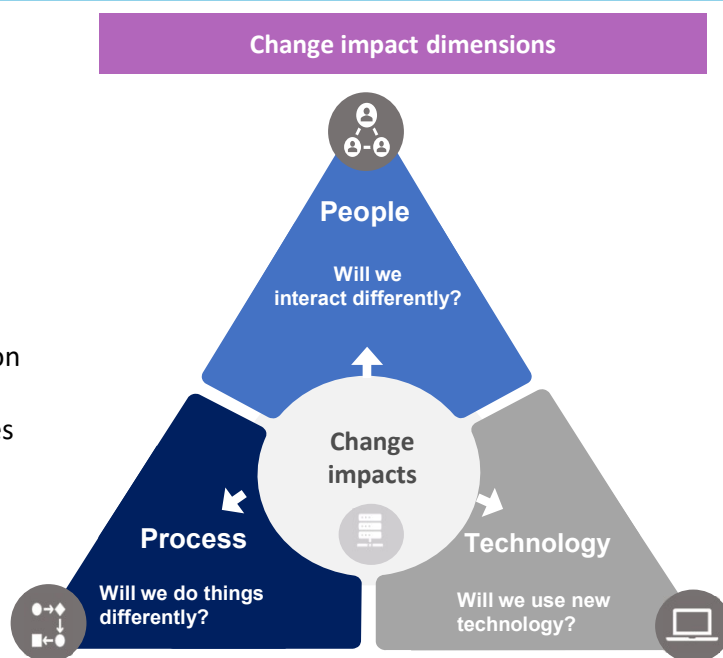


What is change impact analysis?

Change impact analysis (CIA) is the assessment to understand and document how **people, processes, and technology** are impacted to drive successful organisational transition to the future state.

Objectives:

- ▶ Provide the project with data on what is changing and what the likely impact will be on project stakeholders
- ▶ Assess the magnitude of change in the organisation to inform the rollout strategy
- ▶ Understand the impact on current roles, structures and processes
- ▶ Improve leaders' understanding of the change so they are able to lead and support their teams
- ▶ Better develop organisational readiness and stakeholder plans in the impacted organisation.



Contributions of change impact analysis

The CIA informs project areas, such as:

- ▶ Communication & engagement
- ▶ Training
- ▶ Organisational design
- ▶ Business readiness
- ▶ Roll-out & post Go-Live support

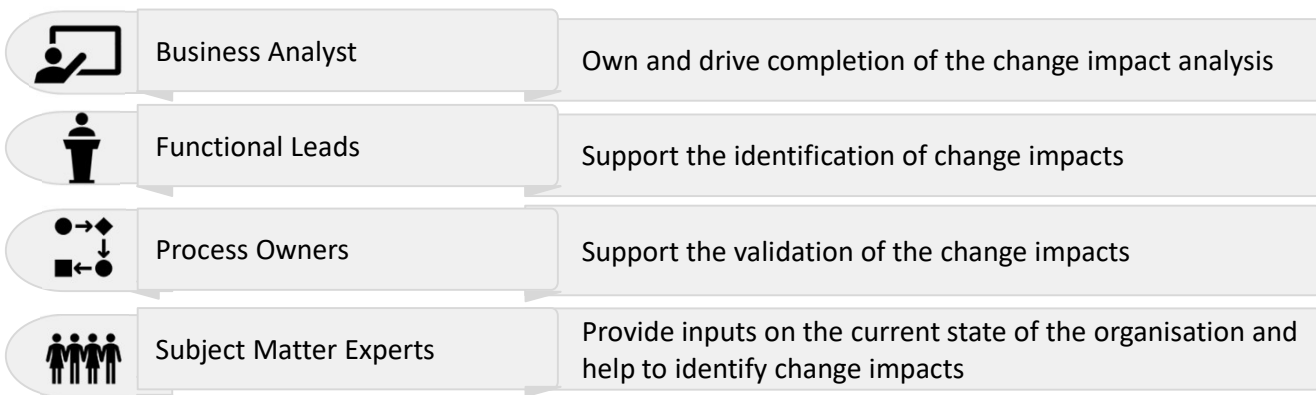
Feeds into transition

Analysis shapes transition plans for the organisation – Ministries, Departments and Agencies

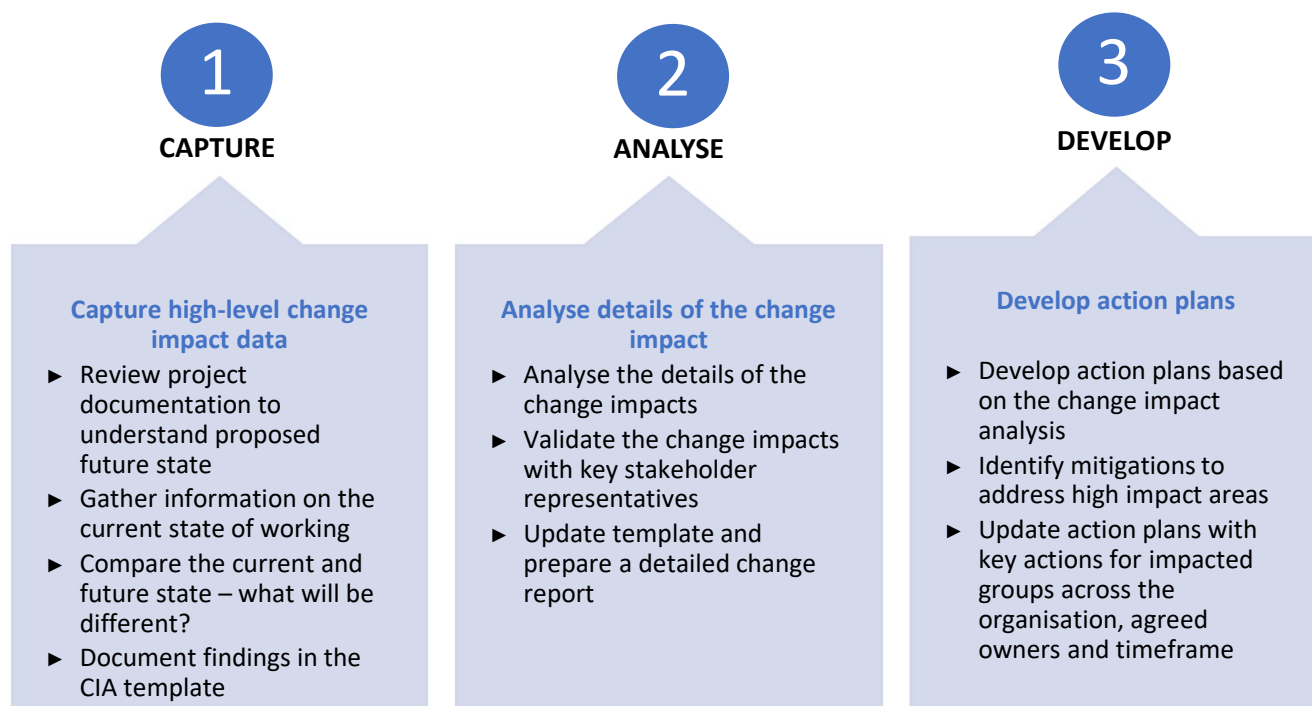
Who plays a role in conducting change impact analysis?

To gain a comprehensive view of the change impacts within the departments or entities, requires a collaborative effort and ownership from key project and organisational roles.

The Business Analyst owns the change impact analysis whilst the other roles support and validate the identification of change impacts.



Change impact analysis steps



Tools and templates



Visit our [Toolkit Essentials](#) to access supporting tools

[Change impact approach](#)

[Change impact analysis](#)

[Change impact report](#)

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