

## Step 4 & 6 – Co-create the future and Prepare the Go!

# Quick Reference Guide – Conducting business and change readiness assessments

## Overview: Business readiness and change readiness

Conducting a business and change readiness assessment gives you the knowledge and assurance that your organisation is ready for the change.

Whilst change readiness focuses on how ready the people impacted by change are, business readiness focuses on making sure the enabling elements for successful change are in place.

### Examples of key questions to ask when assessing readiness

#### Change readiness

- What is the general sentiment of the population towards the change?
- What is the level of stakeholders' awareness, buy-in, and/or commitment?
- Are leaders aligned and clear on their roles?
- Are there measures in place to track the success of change and the effectiveness of change activities?

#### Business readiness

- Are the enabling elements (roles, processes, systems, structures) in place?
- Is relevant preparation for the implementation complete across systems, processes, procedures?
- Are people trained and is support available and easy to find for those who need it?
- Are preparations in place for go-live and post go-live sustainable activities?

## Benefit of a defined business readiness process

A structured business readiness process enables the project teams to:

- **Engage:** Provide leadership with clear visibility and early insight into how the programme or project is progressing
- **Measure:** Define standard tools and metrics to ensure consistency and integration in collecting relevant and accurate readiness data across multiple teams
- **Monitor and enable:** Provide defined readiness checkpoints that highlight how the programme or project is tracking through go-live
- **Adjust and align:** Enable real time mitigation strategies for identified risks, to achieve critical readiness activities prior to and following go-live

## How to conduct a business readiness assessment (BRA)

Business readiness assessment provides insights into what is on track, and what areas need attention in preparation for the change and go live.

### Establish business readiness approach and resources



- Identify representatives in the MDA and establish roles and responsibilities
- Mobilise meetings or forums

### Develop business readiness criteria and assessment



- Develop and validate criteria to assess the MDAs readiness
- Design and deploy the readiness assessment (survey) and prepare report based on results

### Execute, monitor, track, escalate and resolve issues



- Facilitate sessions to identify actions to remediate any concerns, risks and track progress
- Make final go/no-go decision

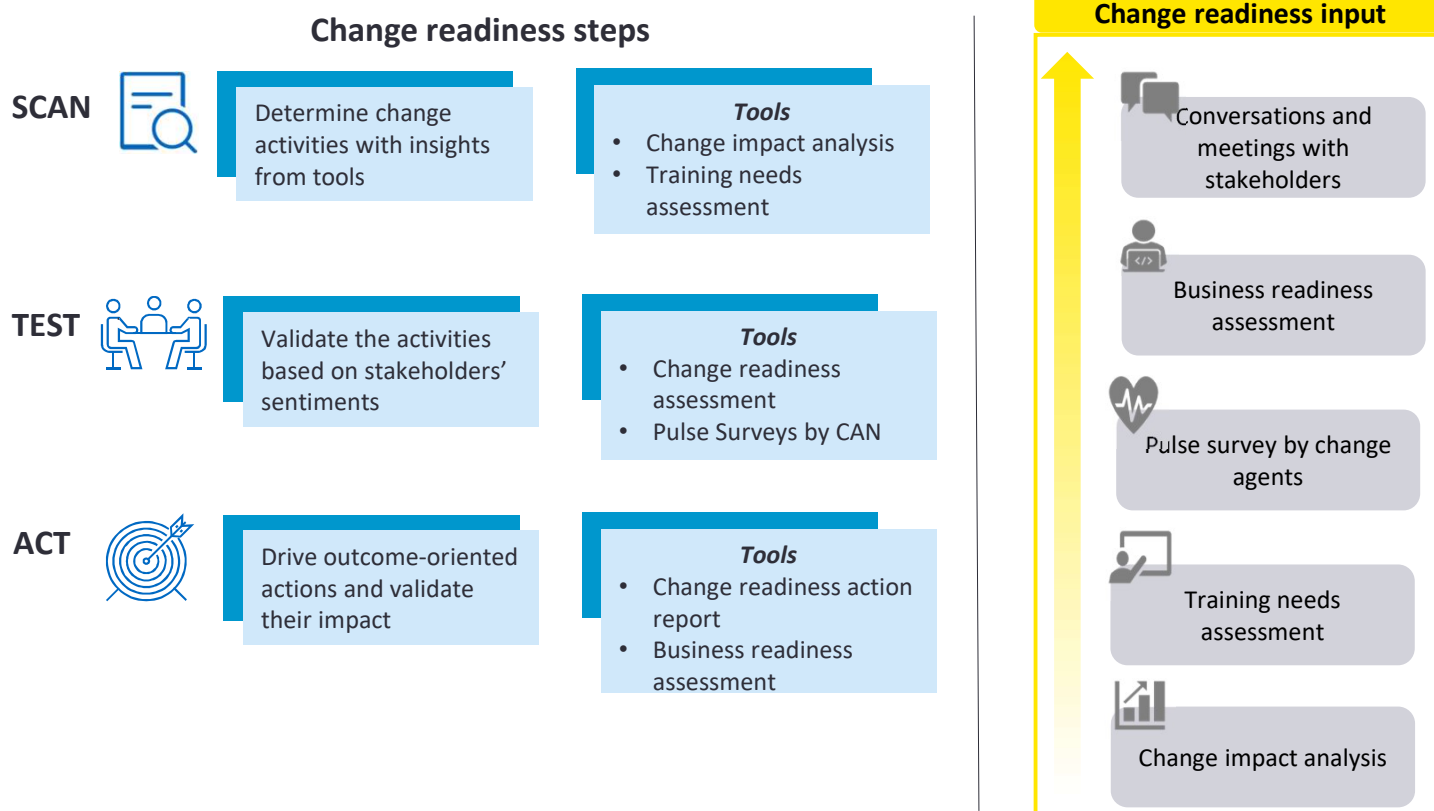
## What is change readiness assessment (CRA)?

**Change readiness assessment** provides a systematic way to track and measure preparedness for a successful go-live by assessing key stakeholders and their readiness to support change. It also provides insight to critical actions needed before the change is implemented and ensures that stakeholders are ready to adopt new changes (through the change plan).

**Change readiness enables the project to:**



## Change readiness process



## Helpful tips



- Project teams should conduct the business and change readiness assessments at least twice throughout the project cycle (at the Design stage and the Deliver stage as input for the go/no-go decision).

## Tools and templates



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

**Change readiness question example ; Change readiness summary report ; Business readiness plan ; Business readiness survey questions**



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