<table>
<thead>
<tr>
<th><strong>Program or Project Name</strong></th>
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<tbody>
<tr>
<td><strong>Date of 1st Assessment</strong></td>
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<td><strong>Data Updated</strong></td>
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### Current State
- Describe the current state / method / activity in terms of Process, People and Technology
- Existing IT System no longer fit for purpose

### Future State
- Describe the future or new way / activity that we would like / expect people to display
- New tailored business system provides more efficient way of working for all

### Gap
- Describe the GAP between current / future state. How can we address that?
- Transition from old to new system require new skills and knowledge

### Scale of Change e.g. Organisation: Program or Project
- Please see DoH Change Management Handbook for definitions
- Organisation wide change

### Type of Impact e.g. people, organisation, system or process
- Choose from the impact Categories listed below:
  - Process
  - People-Skills, knowledge, behaviour
  - Systems & Technology-hardware, applications
  - Organisation-structure, reporting relationships, workload, responsibilities, IOPs
- Process, People and Systems & Technology

### Timing of Impact
- Give an indication of the time of change, e.g. Sep 2013, Q4
- Q3 2014

### Level of Impact (High/Med/Low)
- Summary of Impact
- Define how the change will affect the stakeholder groups or individuals - what will they need to know, do, use, comply with, etc
- **High** New system, new processes, new skills and knowledge needed

### Key Risks
- What are the risks associated with the change that could affect the project’s success?
- Risk of not addressing skills gap effectively will have high impact on new system

### Roles Affected
- Indicate which roles will be affected - if known
- Business Analyst: Customer Support, Finance, IT

### Number Affected
- Give an indicative number of people affected
- 500+

### Level of Impact
- Select from the drop down values (H=High, M=Medium, L=Low)
- H

### Communication Requirements
- If the impact can be mitigated / addressed with communication, provide more details.
- Update Communication & Engagement Plan
- Mitigation through training, coaching and face to face briefings

### Training Requirements
- If the impact can be mitigated / addressed with training, provide more details.
- Update Education & Training Plan
- Full program of user training, user testing and user documentation

### Leadership Requirements
- Are there any leadership actions that could support the change - consider sponsors, exec, line managers.
- Active and visible participation from sponsors

### Alignment / Collaboration
- Contact your HR Dept. If role activities increase or decrease, to assess if there will be changes to organisational structure. Which other stakeholders will be involved? Do other change teams need to be informed / involved?
- HR to be kept informed