

# The Five Change Management Process Groups

## Evaluate Change Impact & Organizational Readiness

15 Processes

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1. Define the change
2. Determine why the change is required
3. Develop a clear vision of the future state
4. Identify goals, objectives, and success criteria
5. Identify sponsors accountable for the change
6. Identify stakeholders affected by the change
7. Assess the change impact
8. Assess alignment of the change with organizational strategic objectives and performance measurement
9. Assess external factors that may affect organizational change
10. Assess organization culture(s) related to the change
11. Assess organizational capacity for change
12. Assess organizational readiness for change
13. Assess communication needs, communication channels, and ability to deliver key messages
14. Assess learning capabilities
15. Conduct change risks assessment

## Formulate the Change Management Strategy

7 Processes

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1. Develop the communication strategy
2. Develop the sponsorship strategy
3. Develop the stakeholder engagement strategy
4. Develop the change impact & readiness strategy
5. Develop the learning & development strategy
6. Develop the measurement & benefit realization strategy
7. Develop the sustainability strategy

## Develop the Change Management Plan

4 Processes

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1. Develop a comprehensive change management plan
  1. *Resource plan*
  2. *Sponsorship plan*
  3. *Stakeholder engagement plan*
  4. *Communication plan*- *Impact assessment & readiness plan*
5. *Learning & development plan*
6. *Measurement & benefits realization plan*
7. *Sustainability plan*
2. Integrate change mgmt & project mgmt plans
3. Review & approve the change plan in collaboration with project leadership
4. Develop feedback mechanisms to monitor performance to plan

## Execute the Change Management Plan

2 Processes

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1. Execute, manage, and monitor implementation of the change mgmt plan
  1. *Resource plan*
  2. *Communication plan*
  3. *Sponsorship plan*
  4. *Stakeholder engagement plan*
  5. *Learning & development plan*
  6. *Measurement & benefits realization plan*
  7. *Sustainability plan*
2. Modify the change mgmt plan as required

## Complete the Change Management Effort

3 Processes

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1. Evaluate the outcome against the objectives
2. Design & conduct lessons learned evaluation & provide results to establish internal best practices
3. Gain approval for completion, transfer of ownership, and release of resources