



CHANGE MANAGEMENT & IMPLEMENTATION

“What differentiates us is our focus on providing RESULTS not just reports”
Consulting & Implementation Services 1998

Introduction

What differentiates CIS is our focus on providing ‘results and not just reports’. For this reason we pay a great deal of attention to providing practical solutions and consider a solution that is 80% effective and implementable more important than one that is 100% correct but difficult to implement.

Elements of our change management and implementation strategy include:

- ◆ A high degree of staff input and awareness, especially by those who will be responsible for implementation;
- ◆ A long-term plan to ensure that what starts with a bang does not end in a fizzle;
- ◆ Aligning champions to initiatives;
- ◆ Assisting with the development of new or modified operation plans; and
- ◆ Providing assistance to build the internal infrastructure needed to support implementation.

Recent Projects

Our most recent projects include:

- ◆ *Implementation of Shared Services Organisational Structure at an Australian University*
CIS worked closely with the University project team and senior management to meet a six month time frame for implementation of a shared services organisational structure. CIS appointed a team leader, supported by dedicated resources aligned to functional areas. The Team Leader met regularly with senior management to update them on progress, collect their input and to provide ‘traffic light reporting’ of progress. Team members assisted University functional leads with customised requirements including development of service catalogues and service charters, transitioning of human resources, activity based analysis, and process improvements. All functional areas were ready to ‘go live’ on the set date.
- ◆ *Implementation of a Collaborative Cancer Support Organisation*
CIS is working with four cancer support groups on a five year project to establish them as a co-located and collaborative entity that supports metropolitan and regional populations of Western Australia. Towards the end of 2013 the first regional expansion pilot project was launched and planning began for further regional projects over the next two years. CIS provides strategic support and assists with capital and operational funding sourcing.



CONSULTING & IMPLEMENTATION SERVICES

838 Collins Street, Docklands VIC 3008

T: 03 9081 0413

E: gregspinks@consultingis.com.au

© 2013 by Consulting & Implementation Services (CIS)

All rights reserved. No part of this document may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission of CIS.

CHANGE MANAGEMENT & IMPLEMENTATION

Our Services

Our change management and implementation services are detailed below:



Project Management

Project management is the planning, organising, motivating and controlling of resources to achieve specific project goals. We assist with:

- ♦ **Project conceptualisation** to determine preliminary goals and alternatives as well as possible means to accomplish those goals
- ♦ **Project planning** to establish a formal set of plans to accomplish the goals developed at project conceptualisation. This includes scheduling, budgeting and the allocation of specific tasks and resources
- ♦ **Project monitoring, risk management, communication and feedback** to ensure that the project is implemented according to plan and where deviations exist, alternate plans and solutions are provided and our clients and stakeholders are promptly informed.



Change Management

Change management is the transitioning of individuals, teams and organisations to a desired future state. Organisational change directly affects all departments from entry level employees to senior management. We assist with:

- ♦ **Benefits management and realisation** to define measurable stakeholder aims and create a business case for achievement and continuous improvement
- ♦ **Stakeholder communication and consultation** to inform various stakeholders of the reasons for change; the plan, their role in the plan and what impact the project may have on them, and the benefits of successful implementation; and to gather information and insights from them regarding the project
- ♦ **Alignment of employee interests** to the strategic direction of the organisation and project goals to counter employee resistance and alleviate an change-related fears.



Implementation

Implementation is the realisation of an application, or execution of a plan, idea or model design. We assist with project implementation to ensure project objectives are met. Services may include:

- ♦ Developing and project managing action plans
- ♦ Setting up implementation support team structure and governance and/or continuous improvement initiatives
- ♦ Providing relevant staff training, including continuous improvement training
- ♦ Writing position descriptions and developing measurement systems to reflect progress
- ♦ Providing formal reporting processes and communication channels
- ♦ Managing budget, materials and resources procurement
- ♦ Stakeholder consultation, customer surveys and data analysis



CONSULTING & IMPLEMENTATION SERVICES

838 Collins Street, Docklands VIC 3008

T: 03 9081 0413

E: gregspinks@consultingis.com.au

© 2013 by Consulting & Implementation Services (CIS)

All rights reserved. No part of this document may be reproduced or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without prior written permission of CIS.