

Change Management Tools

To support the PP2P project a number of Change Management tools and activities will be utilised. The approach taken is to combine tools that Accenture has successfully used before on other Change projects and also to create bespoke materials for the City of London.

- **PP2P Network.** Change Partners will support detailed design of CLPS, develop a localised change plan, communicate messages back to their department, develop cut-over plans, support change impact workshops, manage local readiness including re-alignment of resources
- **Chief Officer Engagement:** Face to face Chief Officer meetings and follow up with their management teams as required, on-going monthly dialogue with Chief Officers
- **Communications:** Consistent broad messages, identify the directly impacted staff, identify the user community, lead with the business case, re-enforce the timeline, count-down to go-live.
- **Impact Assessments:** Support the initial Change Impact Assessment workshop and document all impacts of the new ways of working. Develop a plan to respond to each of these and manage departmental resources to action the plan.
- **Readiness Planning:** Monitor progress to plan and provide PP2P team with a view on readiness to begin to take services for the CLPS. Business readiness reports will be produced in the countdown to CLPS go-live.
- **HR Enable People:** Agree the overall consultation, recruitment and training / preparation approach and timeline. Confirm the recruitment strategy setting out the numbers of staff and likely sources as well as the process to select from the candidate pool.
- **Operational Excellence:** Understand the local requirements and develop standard processes which fits the vast majority of process requirements. Manage an exceptions workshop and agree work-arounds and necessary exceptions.
- **ChangeTracking®.** ChangeTracking® is a tool that will measure how the PP2P change project is progressing. Assess the

success of change in each department and across a series of agreed parameters. Use this view of how change is “landing” to develop responses which ensure the successful go-live of CLPS.

- **City Buyer.** An online site that provides one location for each department to access information about the goods and services they need to provide. The site will be live in September 2011.
- **Change Academy.** The Accenture Change Management curriculum that will be used to provide PP2P Network members with the skills they need to perform their roles as Change Partners.
- **Supply Chain Academy.** The Accenture training tool that will provide City Corporation staff with the skills they require to procure in the most effective and efficient way