**Impact of Change Assessment**

**Using the Template**

Carrying out an Impact of Change Assessment identifies how different groups and individuals will be impacted by the changes accompanying a project or initiative. These impacts may often be overlooked or underestimated and can lead to unforeseen difficulties that could have been managed more effectively if anticipated earlier.

**Approach**

The assessment is best carried out in a workshop type meeting led by the workstream lead, sponsor or manager and any other individuals whose knowledge and experience would contribute to an accurate assessment.

As well as highlighting important issues that need to be managed the process also develops a greater depth of understanding amongst the key players involved in the initiative.

Depending on the size of the project and the extent of the changes being implemented in the directorate the assessment can be carried out at various levels. A high level impact assessment at cross directorate level may be followed by more detailed assessments at functional or departmental levels.

**Using the Template**

Start by identifying the various service and/or technical changes that the project will bring in the left hand column. For each change take time to fully describe what the changes mean in the next column. Next identify all the various stakeholders that will be affected by the changes and for each stakeholder try to view issues through their ‘frame of reference’ to identify how they will be impacted and what the change would mean for them. The intention is to highlight all the potential issues from all stakeholders in order that these can be managed. The context and risk rating column is for identifying mitigating issues that may require to be taken into account and the overall risk to the success of the project if left unmanaged. The final column captures the managing actions, responsibilities and timescales.

***Workshop Tip****:* Enlarge the template along a wall using brown paper and post it pages to allow participants place and move items around as understanding develops.