

CHANGE MANAGEMENT

that
STICKS

Business Readiness Assessment Checklist

Assessment One: Baseline

No	ACTIVITIES	<input checked="" type="checkbox"/>
1	Target audience finalised.	<input type="checkbox"/>
2	Delivery medium agreed.	<input type="checkbox"/>
3	Kick off date set.	<input type="checkbox"/>
4	Response duration finalised.	<input type="checkbox"/>
5	Question number and content finalised.	<input type="checkbox"/>
6	Free text fields agreed.	<input type="checkbox"/>
7	Post closure analysis window agreed and scheduled.	<input type="checkbox"/>
8	Report analysis template agreed.	<input type="checkbox"/>
9	Point scale agreed (4 point scale recommended).	<input type="checkbox"/>
10	Required launch sign offs agreed and scheduled.	<input type="checkbox"/>

Sample questions for baseline assessment:

1. How much do you know about the change?
2. How clear are you about what the change is?
3. How clear are you about what the change means for you?
4. Do you have an idea of how the change will impact you?
5. Are you clear on why the change is happening?
6. How you seen any communications about what's changing?
7. How relevant to you are the communications you've seen?
8. Has your people leader spoken to you about what's changing?
9. How concerned are you about your ability to make the change?
10. Do you know where to go to learn more about the change?

Free text sample questions:

What's most on your mind about the change?

What are you most excited about?

Do you think the change is needed? If not, why not?

CHANGE MANAGEMENT

that
STICKS

Business Readiness Assessment Checklist

Assessment Two: Pre-Go-Live

No	ACTIVITIES	<input checked="" type="checkbox"/>
1	Target audience finalised.	<input type="checkbox"/>
2	Delivery medium agreed.	<input type="checkbox"/>
3	Kick off date set.	<input type="checkbox"/>
4	Response duration finalised.	<input type="checkbox"/>
5	Question number and content finalised.	<input type="checkbox"/>
6	Free text fields agreed.	<input type="checkbox"/>
7	Post closure analysis window agreed and scheduled.	<input type="checkbox"/>
8	Report analysis template agreed.	<input type="checkbox"/>
9	Point scale agreed (4 point scale recommended).	<input type="checkbox"/>
10	Required launch sign offs agreed and scheduled.	<input type="checkbox"/>

Sample questions for pre-go live assessment:

1. How ready are you to make the change?
2. How confident are you about your ability to make the change?
3. How much do you agree with the reasons for the change?
4. How competent do you feel to make the change?
5. How clear are you about where to go for support?
6. How excited are you about the change?
7. How much do you feel you have the skills for success?

Free text sample questions:

What are you most excited about with this change?

What are you hearing about the project?

Do you feel anything has been missed? If so, what?

Is there anything you're not confident about? Why? What do you need to feel confident?

CHANGE MANAGEMENT

that STICKS

Business Readiness Assessment Checklist

Assessment Three: Post-go-live

No	ACTIVITIES	<input checked="" type="checkbox"/>
1	Target audience finalised.	<input type="checkbox"/>
2	Delivery medium agreed.	<input type="checkbox"/>
3	Kick off date set.	<input type="checkbox"/>
4	Response duration finalised.	<input type="checkbox"/>
5	Question number finalised.	<input type="checkbox"/>
6	Free text fields agreed.	<input type="checkbox"/>
7	Post closure analysis window agreed and scheduled.	<input type="checkbox"/>
8	Report analysis template agreed.	<input type="checkbox"/>
9	Point scale agreed (4 point scale recommended).	<input type="checkbox"/>
10	Required launch sign offs agreed and scheduled.	<input type="checkbox"/>
11	Continuous improvement for ongoing evaluation in place.	<input type="checkbox"/>
12	Business as usual transition of final readiness evaluation agreed.	<input type="checkbox"/>

Sample evaluation criteria for post-go-live success measurement:

1. How many learning enrolments?
2. How many learning attendees?
3. How many learning passes?
4. How many attendees at briefings?
5. How many attendees at webinars?
6. How many hits on web pages?

Outcome/Benefit Realisation Criteria

- More volume?
- More user-friendly?
- More customer loyalty?
- Faster?
- Less cost?
- More market share?
- More efficient?
- More profit?
- Less churn?
- Better quality?
- More uptake?
- Less complaints?