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| NZ Govt Logo | Change Management Services Service Framework: Consultancy and Professional Services: Digital Experience Professional Services: Change Management Services | Company logo |

**Service Definition**

Change management is a structured approach to dealing with the transformation of an organization's goals, processes or technologies. The purpose of change management is to implement strategies for effecting change, controlling change and helping people to adapt to change. Change management for digital experience services have a focus on digital experience platform implementation/transition.

**Service Contact Details**

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| Contact Name: |  |
| Contact Number: |  |
| Contact Email: |  |

**Service Competencies**

Change management key competencies (tick all that apply)

Understanding of the change principles and ability to develop approaches to suit the situation

Ability to undertake impact assessment

Effectively communicating the business case for change at all levels

Ability to assess readiness for change, build the change and communication plan accordingly

Ability to identify both the overt and convert cultures of the organisation and their influence on the change, design approach and plans that leverage, remediate or accommodate prevailing cultures

Knowledge about industry recognised digital experience systems

Experience in managing change of implementation and/or migration of digital experience systems

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| Other Competencies | Please outline any other relevant competencies. |
| Provide Examples | Limit 1000 characters.  Please provide examples which demonstrate how you have used the competencies described above in providing change management services to your customers. |
| Case Studies (optional) | Please provide case studies (in PDF format or URL link) as supporting evidence. |

**Service Delivery Capabilities**

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| Resource Availability | Please set out your organisation’s approach for selecting, maintaining and managing the availability of its resources so that requests from agencies can be met in a timely manner. |
| Capability Development | Please set out your organisation’s approach for developing and maintaining the capability of its resources, including the nature and level of investment in individual resources for keeping up-to-date with trends and techniques of their respective discipline and knowledge of the Public Sector environment. |
| Knowledge Management | Please set out your organisation’s approach for managing the retention and transfer of knowledge created by its resources, including: knowledge management practices that ensure transfer of knowledge within the organisation’s resources and agency staff, how resources will identify opportunities to improve agency systems and processes, and how resources will add value over and above the contracted service. |
| Security | Please confirm you have a personnel vetting process which includes the New Zealand Ministry of Justice criminal record checks or equivalent, covering all staff and that this covers any sub-contractors or 3rd parties who will deliver the proposed Service(s). |

**Pricing Model**

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| Standard Rate Card | Please provide your standard rate card or pricing model |
| Pricing Model | Please note that this pricing is indicative and final pricing will be negotiated when you conclude the SOW.  Agencies will look at pricing to decide initial shortlist, so please provide meaningful info, such as   * Rate card * Blended rates * Volume discounts * Outcome based pricing options |