Change Impact Analysis – List of Approaches

Following is a list of Approaches or categories of actions related to Change Impact items for a particular job role or Constituent Group. The description of each Approach serves as a guide for the action to be taken by a change leadership team member and notes the expected deliverable.

Approach	Description
Workflows	Workflow should be redefined for this Change Item in this Affected Constituent Group. The deliverable for this approach is a document illustrating the new workflow that can be used for communication and training.
Roles & Responsibilities	As a result of the Change Item new roles and responsibilities must be defined by the local manager. The deliverable for this approach is a revised roles and responsibilities document that can be shared with the Affected Constituent Group.
Documentation	The new process must be documented and included in the department documentation manuals. The deliverable for this approach is a completed document.
Human Resources	This approach indicates that there may be personnel changes as a result of this Change Item and Human Resources should be involved. The deliverable for this approach is a documented solution provided by HR partner.
Infrastructure Needed	As a result of this Change Item, new infrastructure – space, technology, hardware, etc. is required. The deliverable for this change item is notification of completion from the appropriate department leader.
Technology	As a result of this Change Item, new technology must be developed. Selecting this approach allows for tracking of this prerequisite. The deliverable is the status report and description of the new software functionality from technical resources.
Testing	While all technology is usually tested selecting this approach indicates that the Change Item is significant enough that at least representatives of the Affected Constituent Groups will directly participate in testing as a way to assist with adoption. The deliverable for this approach is a status of the test results for this Change Item.
Communication	For significant Change Items, it is helpful to repeatedly communicate about the change to assist constituents with the new environment and what they can expect so that they can integrate the Change Item into their scenarios. Selecting this approach allows tracking items for inclusion in Communication Messaging. The deliverable is the communication item in Communication Messaging.
Clients	This approach relates to Change Items that require communication with customers as the change will affect them and their workflow. The deliverable for this approach is the communication package for the customer.
Suppliers	This approach relates to Change Items that require communication with vendors and suppliers as the change will affect them and their workflow. The deliverable for this approach is the communication package for the supplier.
Training	For Change Items that should be explained during training this approach is used to provide the training coordinator with details about the Change Item and those affected. The deliverable for this approach is a reconciliation of where each Change Item is covered in training modules.
Change Readiness	For significant Change Items it may be necessary to ensure that Affected Constituent Groups can perform the new activity prior to Go-Live. The deliverable for this approach is Change Readiness tracking.