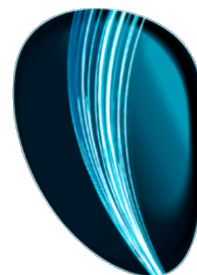


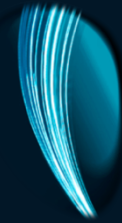
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Change Management and Business Transition Programs



*Helping your business achieve an accelerated and
comprehensive business transition*

SPEED TO MARKET IS STARTING TO DEFINE THE NEW WORLD ECONOMY

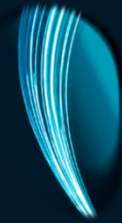


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...HAVE YOU BEEN ABLE TO KEEP UP WITH YOUR CUSTOMERS' CHANGING EXPECTATIONS?

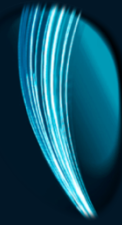
Regardless of what business model and project methodologies you run, three principles ensure your teams' productivity is protected as they move to new ways of working...



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1. No one knows your business and teams like your business leaders do.
2. Your business leaders need the opportunity to consider all potential **IMPACTS** and risks to their teams' momentum as **EARLY** as possible.
3. Your business leaders need to have **CONTROL** of what type of change interventions are required and allow them to **SPACE** those transition actions into their existing business plans and budgets.

We get deep into the detail to ensure your impacted leaders can take control and accelerate adoption and readiness in their area!

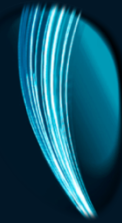


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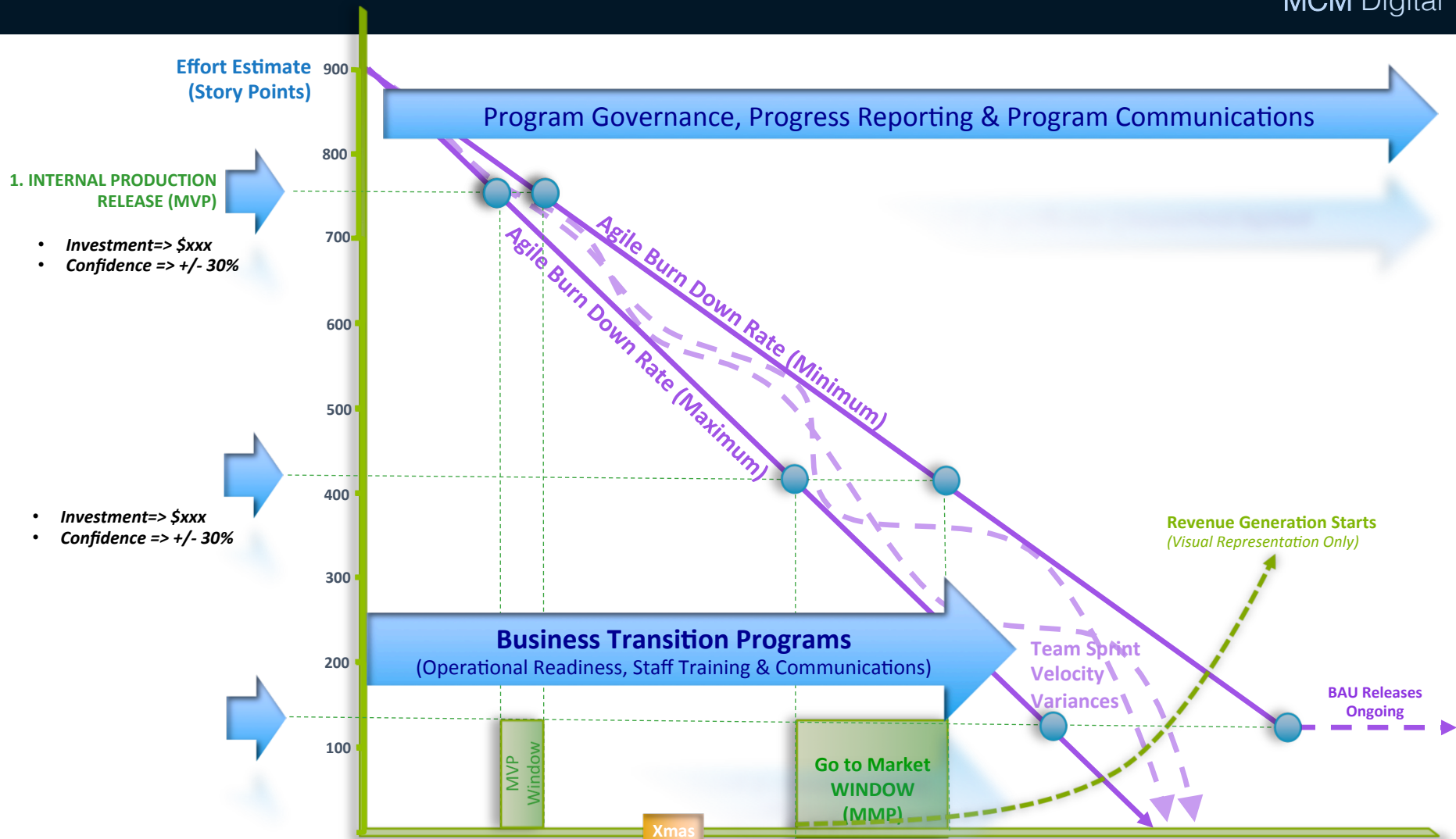
MCM's Business Change Assessments (BCA) will give your change leaders the opportunity to **CONTROL** of what type of change interventions they require and when to implement them in alignment with their regular business operations and business plans.

	First Level Organisational Change Considerations	Tactical Assessments (conducted as required)
People	Team Structure	Organisational Design (OD) & Diversity Reviews
	Workload	Workforce Plan Reviews
	Role Design	Ways of Working & Role Remediation & Job Description (JD) Reviews
	Decision making	Governance & Authority Models
	Internal Relationships	Internal Engagement & Communications Plans
	External Relationships	Customer Communications, Go to Market Plans, Union & Regulatory Affairs
	Team Member Competency	Training Needs Analysis (TNA). Curriculum design & training delivery
	Team Member Behaviours	Transition Behavioural Assessments
	Team Member Performance (KPI's/KRAs)	Scorecard Reviews & Transition Incentives Plans
	Remuneration & Benefits	Transition Benefits Plan
Process	Company Policies, Legal & Compliance	Compliance & Operational Risk Reviews
	Process (Org) & Procedures (Task)	AS-IS & TO-BE Process Mapping. Process Change Impact Assessments
	Knowledge Management	Knowledge Management Content & Repository Review
Tech	IT Applications	Solution Architecture Reviews Decommission Plans
	IT Hardware	Procurement Plans
	IT Support & Delivery	Hypercare Strategy and Business Continuity Plans

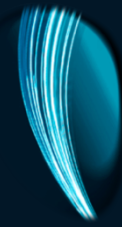
Your business transition program will be aligned to your solution's build plan. *(Agile or Traditional)*



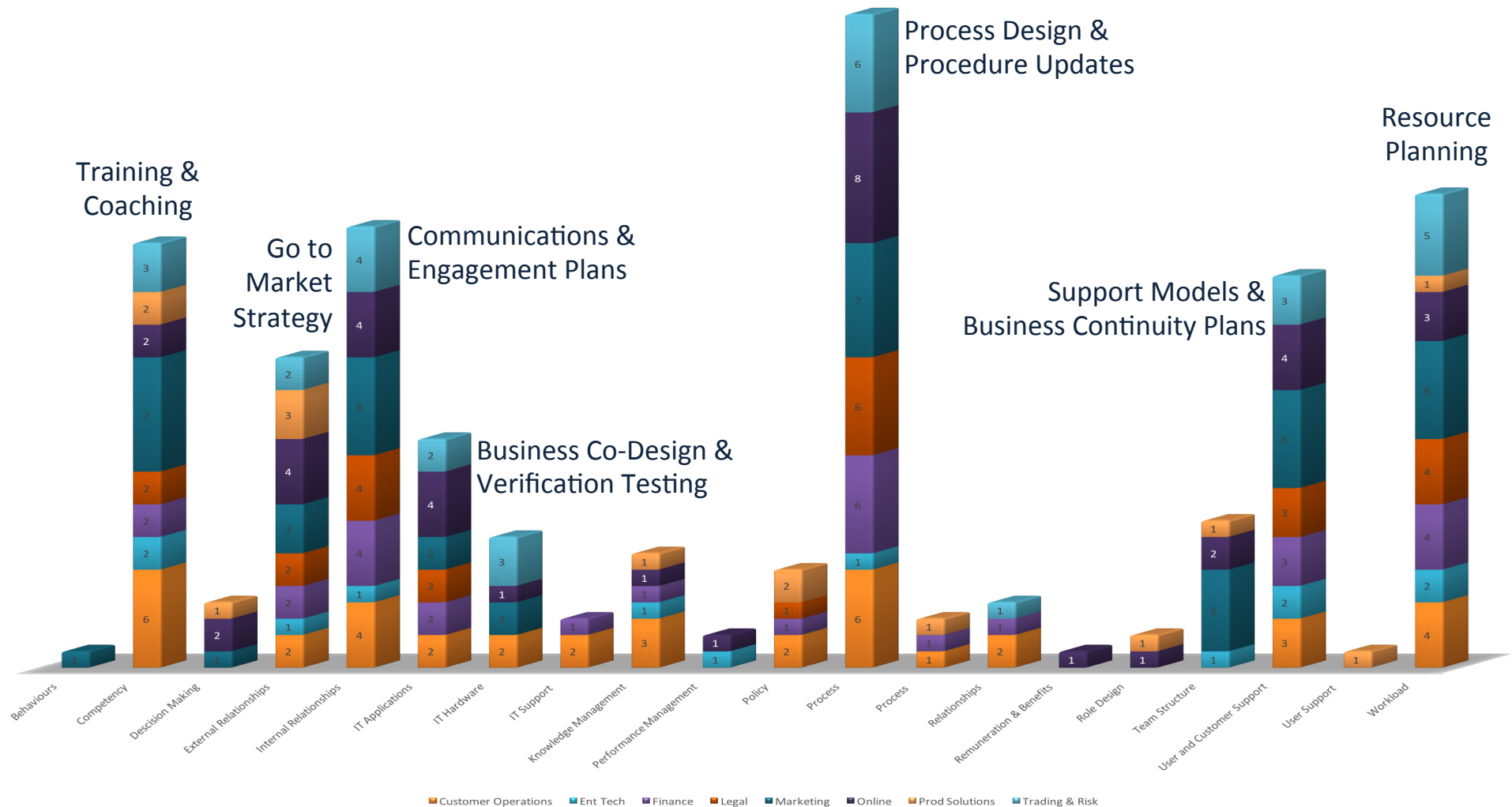
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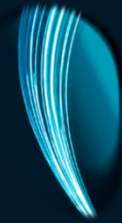
No waste! MCM builds an agile readiness backlog that channels your team's effort into the right areas



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MCM delivers and coaches your teams with Cross functional agile change delivery



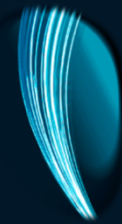
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We will support you to deliver your change program using the latest Agile Delivery methods (or traditional Waterfall if that's more familiar) to ensure impacted teams keep on top of their backlog of readiness activities.



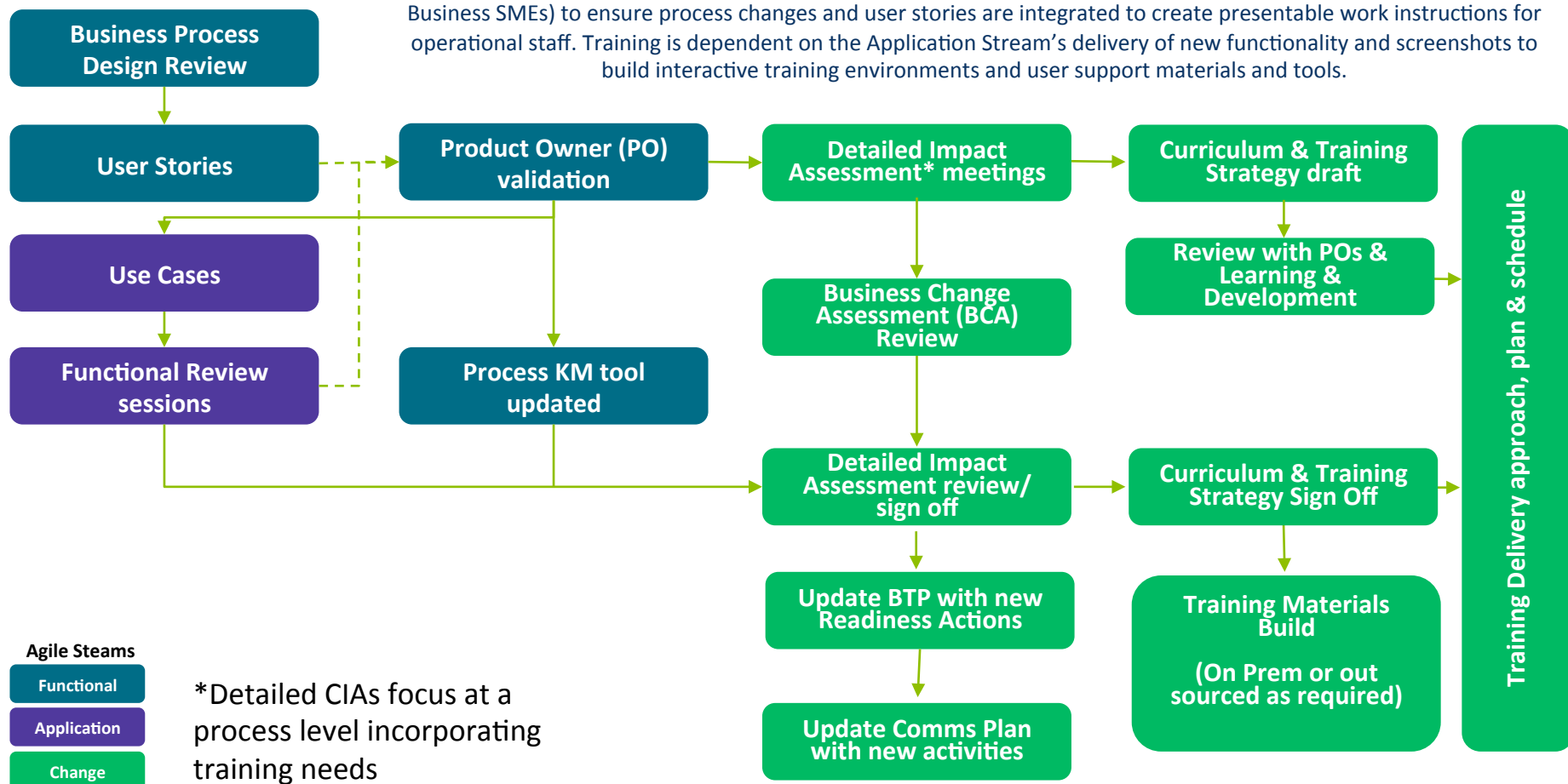
*Each business will have its own Business Transition Plan (BTP) which is a backlog of readiness items to be completed for a successful transition. This can be managed using Agile techniques or traditional project plan

Aligned training design, build & delivery

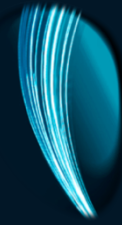


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Training design and development is conducted in partnership with the program's Functional Stream (BA,UX, UI & Business SMEs) to ensure process changes and user stories are integrated to create presentable work instructions for operational staff. Training is dependent on the Application Stream's delivery of new functionality and screenshots to build interactive training environments and user support materials and tools.



MCM workshops and events driving co-design, communications and engagement



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Future-Spective
Think Tanks

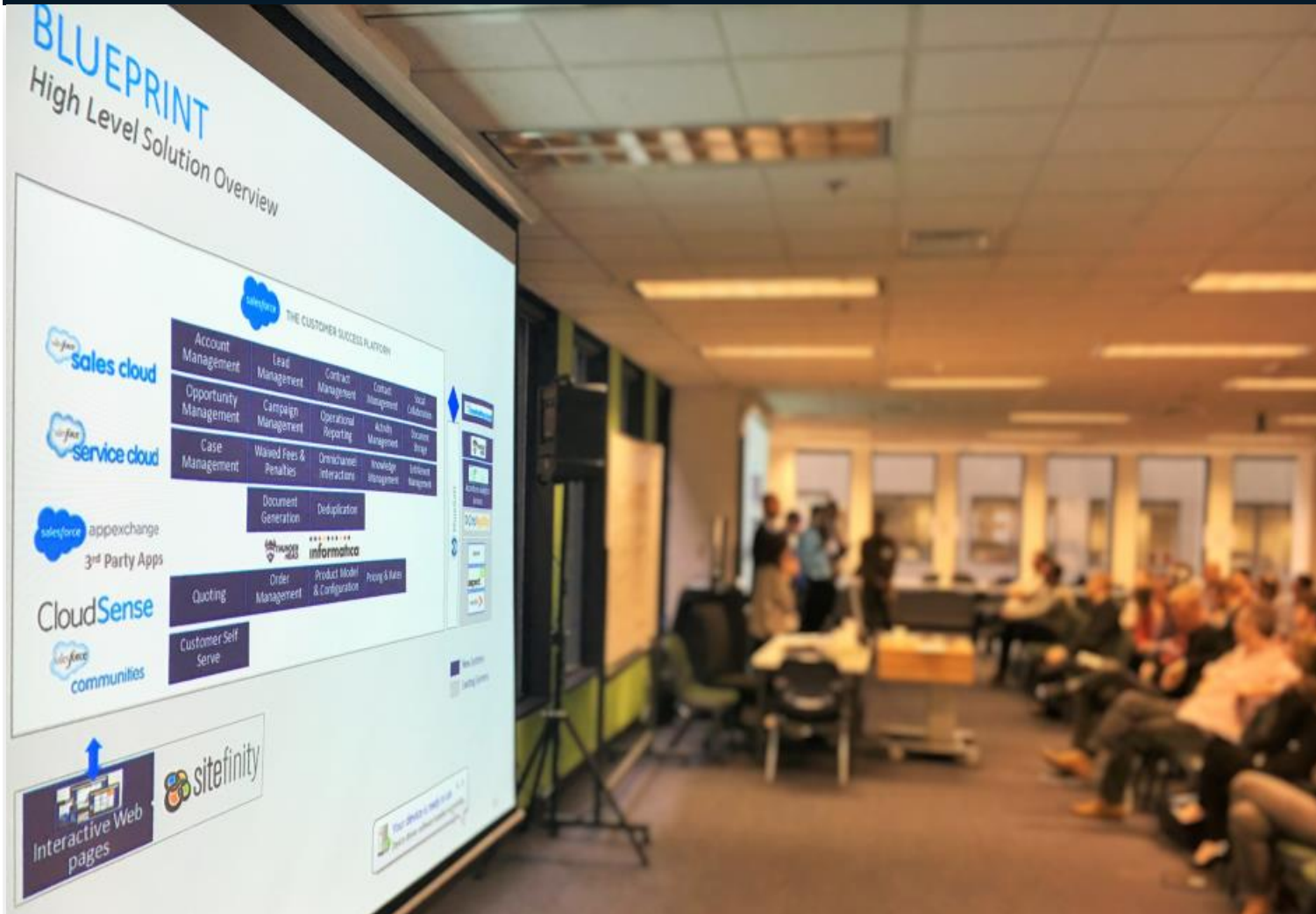
Customer Journey &
UX Workshops

Epics & User story
development

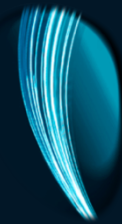
Solution
demonstrations

Q&A panels with
Benefit Owners &
Product Owners

Day in the life with
Impacted staff

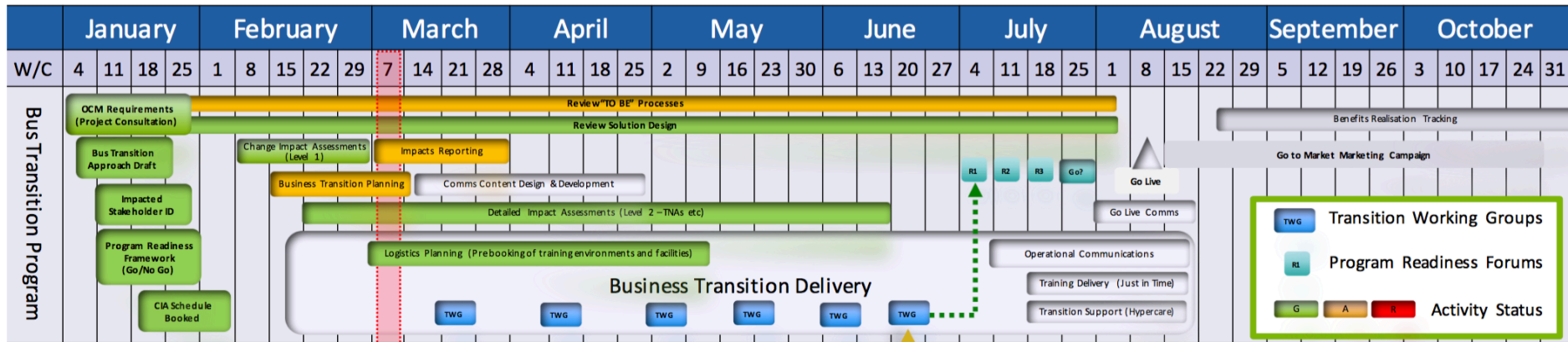


Tracking team progress and their velocity has never been so important!



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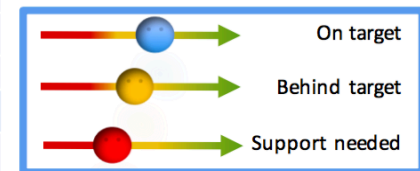
Your Business Transition Plan



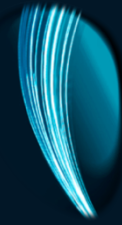
Your Business Transition's Progress

Business Unit	Transition Lead	Ave Impacts (0 .00 - 3.00)	Baseline Action Backlog	Transition Plan Progress (Monitored via Transition Working Group) Feb 15.....July 18	Actions to Go Live
Legal	Hervey Specter	Low (0.13)	24		12
Finance	Warren Buffet	Low (0.67)	28		6
Marketing	Charles Saatchi	Med (1.47)	46		35
Operations	Forest Run	Low (0.33)	30		15
Online / Digital	Apps Social	Med (1.33)	38		32
Customer Ops	Call Centre	High (2.33)	39		34
Enterprise Tech	Bill Gates	Low (0.60)	33		20

Business Transition Working Group (TWG) sessions will morph into Program Readiness Forums (PRF)



All this adding up so your impacted teams can get on with what they do best!



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What I most valued ?

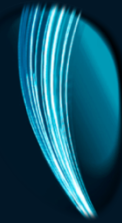
Honestly, it was the approach. No matter the size of the change consideration; Melbourne Change Management would always capture it and explore my options.

This results in a very forthcoming participant and environment where sharing is comfortable.

All the major considerations for a change were considered in a structured consistent manner. As opposed to someone's perceived view of what the change impact will be.

**- Head of Customer Operations
Sportsbet.com.au**

ABOUT



MCM Digital

Melbourne Change Management (MCM)

For those organisations looking to implement new solutions or regulatory changes. Melbourne Change Management provides wholistic readiness programs that have been developed and refined over the past decade.

These programs systematically meld change leadership, transformation governance, stakeholder engagement, communications and business readiness into an End to End program that is managed and measured satisfying your industry's audit and compliance standards.

Melbourne Change Management's programs include detailed stakeholder analysis and change impact assessments across People, Process & Technology in partnership with impacted businesses.

This collaborative approach with emphasis on co-design increases stakeholder engagement, minimises resistance and results in the creation of detailed business transition plans that impacted leaders drive and own.

The agile delivery of transition project plans include business led change communications, implementation of training and change readiness plans and the set up of end user support functions.

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MCM Digital's primary focus is to ensure our customers are at the forefront of the most proven developments in new digital ways of working and organisational cultural models.

Organisational design and ways of working are continually being refined and iterated as new thinking from digital innovators like Spotify and Netflix in the USA and ING in Europe learn more of what it takes for organisations to rapidly respond to changing customer needs.

MCM Digital's commitment to our customers is to ensure leaders and teams leverage learnings from around the world to accelerate adoption of new ways of working and Agile collaboration culture.

Contact
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