Change Readiness Scorecard

COMPANY NAME:

CONTRIBUTORS:

CHANGE DESCRIPTION:

ASSESSMENT DATE:

PLANNED START DATE:

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WHEN to use this sheet:

- You feel stuck and can't pin down why
- You need to identify a course of action and its completion criteria
- You need to define who owns an action and in what timeframe

HOW to use this sheet:

- Give each question 0 (no) or 1 (yes)
- Cross-reference your final score with the analysis and advice at the bottom
- For "no" items, fill out the righthand columns for use as a simple project plan

	SCORE	HAVE YOU...	IF NOT, WHAT ARE YOU GOING TO DO ABOUT IT?	ACTION OWNER	START DATE	END DATE	WE KNOW WE ARE DONE WHEN...
Planning		Assessed your stakeholders' awareness of the problem and willingness to change?					
		Got internal agreement on written definitions of both the problem statement and proposed solution?					
		Identified the resources required (time, people, budget), including who's the executive sponsor to drive this change as a business priority?					
Process		Outlined a high-level project plan, with owners, dates, key milestones and exit criteria for each step?					

Process ☐	Identified any gaps in skill, knowledge or resources that could be blockers, and proactively developed strategies to deal with resistance?					
☐	Defined how this change will be communicated (channels, frequency, senders and audience)?					
People ☐	Made the executive team aware of the problem and checked they desire the change on a personal level?					
☐	Ensured stakeholders are fully aware of the roles, responsibilities and timelines of the change?					
☐	Engaged sponsors, influencers and allies suitably engaged, and equipped them with key messaging to promote the change as a priority?					
Technology ☐	Identified all the existing technologies which are to be impacted by the change, and how?					
☐	Identified the owners and users of those technologies, and made a plan to engage them?					
☐	Enlisted senior IT and Operations leaders as allies, influencers and sponsors?					

☐

TOTAL

ANALYSIS & ADVICE

10–12 You're well-positioned to make the desired change happen. That said, it's not too early to start planning on how to build in resiliency to sustain the change for the long term.

7–9 You've got some pieces of the puzzle–but not enough to have full confidence in realizing the value of your investment. Start with internal alignment on who's doing what, and why.

≤6 You're at risk of a "Swiss cheese future", where only some of the desired project outcomes stick and the change is not sustained. Enlist influencers and start building buy-in through communications. You'll need to inspire people out of their natural tendency to stay put (or go backwards!)