The case for change tool

EXPLAIN THE CHANGE	**Title of the change**	
	Description of the change	*What is the essence of the change – the one line description?*
	PURPOSE How does the change relate to the strategic direction?	*You may wish to refer to your organisation or team's mission, vision or goal statement*
	PURPOSE Reasons and evidence to support the change	*Prompting questions:* • *What is the problem we are trying to solve?* • *What opportunities might be missed if we don't change?* • *What will happen if we do nothing? Include the most compelling qualitative and quantitative evidence* *E.g how do we provide essential services to customers and comply with the mandated restrictions imposed by the government in response to COVID-19? If we don't change customers who required these services will miss out or experience a delay.*
	PEOPLE Who will be impacted by this change?	*This should include team members, internal and external stakeholders* *E.g other teams, other people managers, other agencies, customers, citizens etc*

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SELL THE CHANGE	**PICTURE** What will it look and feel like when we achieve this?	*Prompting questions:* • *What will we measure? What are our targets?* • *What will be different in the future state?* • *How will the stakeholders benefit?* • *How will it be better for citizens?*
	PICTURE How will we know that we have been successful?	
	PLAN How are we going to get there?	*Prompting questions:* • *What needs to immediately happen and who needs to be involved?* • *What needs to happen in the short, medium and long term and who needs to be involved?*
	PART Explain what part your team has in supporting the change	