



Project Title



XXX CHANGE PLAN

IT Project Management Office

Version History Table

Whole number versions for MAJOR changes - Decimal number versions for MINOR changes or comments

Version	Date	Updated By	Notes
1.0	03/27/2018	Brianna Reeves	Created document
2.0	04/17/2020	Brianna Reeves	Added section 4 (External Contractors/Customers)

1. Request Summary

- Detail exactly what is going to change and EXACTLY how this will change end user actions. This is where you summarize why you need the communication and it will help build the rest of your plan.

2. High-level Message

- High-level Message 1
 - ◆ Why is this important?
 - ◆ How does it benefit the end user?
 - ◆ The contribution features:
 - > A
 - > B
 - > C
- High-level Message 2
- High-level Message 3

3. Who are you affecting with this change?

- NAME OF AUDIENCE
 - ◆ What is their role in this change
 - ◆ What should we communicate to this audience
 - ◆ Other important details
- Global Service Desk (GSD)
 - ◆ What is their role in this change: The service desk will help to manage service tickets, serve as the first line of defense, and route tickets to the team as appropriate.
 - ◆ What should we communicate to this audience: Meet with the service desk team to discuss the change and detail service desk expectations. Provide knowledge articles to the service desk so they can solve tickets independently.
- Senior Leadership Team (SLT)
 - ◆ What is their role in this change: To sponsor the change and pass down objectives through their management structure.
 - ◆ What should we communicate to this audience: An email from the CIO to SLT peers detailing exactly what we need from the SLT and their management teams

4. External Contractors/Customers

- Name of customers/contractors (outside of Triumph)
 - ◆ What is their role in this change?
 - ◆ How does this change impact our relationship with this audience?
 - ◆ What should we communicate to this audience?
 - ◆ Other important details

5. FAQs

- Why are we doing this?
- Who initiated this change?
- Where do I go for help?

6. Two-way Feedback Mechanism

- Inbox or Person:
- Feedback management:

7. Ongoing support process

- Global Service Desk changes:
- Ownership after project completion:

8. Create the Communication Plan

Audience	Messages	Channel	Timing	Distribution
GSD	Something is changing	Email	January 10	From: IT Comms Mailbox Signed by: IT Comms
GSD	The details about the change and how it will impact you	Meeting	January 13	From: IT Comms Mailbox Signed by: IT Comms
GSD	The change resources	Email	January 30	From: IT Comms Mailbox Signed by: IT Comms
SLT	Something is changing	Email	January 10	From: Melissa Scheppele Signed by: Melissa Scheppele
SLT	The details about the change and how it will impact you	Meeting	January 14	From: IT Comms Mailbox Lead by: Melissa Scheppele
IT	Something is changing	Email	January 10	From: IT Comms Mailbox Signed by: Melissa Scheppele
IT	The details about the change and how it will impact you	Meeting	Once a week starting January 15	From: IT Comms Mailbox Lead by: Project Manager
IT	The change resources	Email	January 30	From: IT Comms Mailbox Signed by: IT Comms
End User	Something is changing	Email	January 12	From: IT Comms Mailbox Signed by: Melissa Scheppele
End User	The details about the change and how it will impact you	Email	January 25	From: IT Comms Mailbox Signed by: IT Comms
End User	The details about the change and how it will impact you	Poster	January 25	Posted by local IT Reps
End User	This change is now live	Email	February 5	From: IT Comms Mailbox Signed by: IT Comms