

Business Change Activities Checklist

Task	Source	Details	Done
Identify everyone affected by the change	Utilise the change impact assessment and stakeholder analysis. Ensure those identified know their systems and its capabilities		<input type="checkbox"/>
Assess their needs and concerns	Pain points, the good the bad and the ugly. Nice to have, need to have, and essential to have		<input type="checkbox"/>
Plan how to keep them involved and informed	Comms and engagement plan		<input type="checkbox"/>
Analyse how the change will affect different teams and services	New ways of working		<input type="checkbox"/>
Document what will be lost, gained, or changed			<input type="checkbox"/>
Map out and create current (“as is”) processes	These are visual and can be created in applications like word, powerpoint and visio		<input type="checkbox"/>
Design and create future (“to be”) processes	These are visual and can be created in applications like word, powerpoint and visio		<input type="checkbox"/>
Include any third-party tools or integrations	Document management tools e.g. Docman		<input type="checkbox"/>

	Telephony Triage tools e.g. AccuRx AI tools Scribe tools		
Create a Gap Analysis (comparing current and future state)	The difference between your current ways of working and new – what is going to be different/change		<input type="checkbox"/>
Identify what's missing or needs to be developed			<input type="checkbox"/>
List possible risks (e.g. data issues, staff resistance)			<input type="checkbox"/>
Create plans to reduce or manage each risk			<input type="checkbox"/>
Develop a communication plan for the change			<input type="checkbox"/>