

Rollout and initial implementation



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Overview

You've completed the Discover Phase, you've used everything you learned in Discover throughout the Design Phase and you're now ready to start the Deliver Phase. The question is, can you move straight to rollout?

- If there's no need for consultation or Assessment & Selection, you can move straight to rollout
- This could include a range of activities, such as user acceptance testing or dual running – the type of your change will dictate this
- For some changes, you might have had to appoint people to new roles, use new suppliers, move offices or use new processes prior to formal Go-Live

Purpose

Before you begin rollout, you need to be very clear on what's happening and when – this will help to make sure everything goes smoothly.

Employees will need to be clear on exactly:

- 'what' is taking place,
- 'when' it is taking place
- 'how' it is taking place

This will ensure that there is full clarity, that people are engaged in the change and that they can begin operating in the new ways.

How you can do this

Your business knowledge – and the fact that you have been so immersed in every Phase of the change process so far – means you'll know how to rollout the new ways of working.

Some of the key things you can do to support the rollout include:

- **Focusing on the reason for change:** Repeat your 'reason for change' messages whenever you can – and link them to the steps you are taking – be clear on how far you've got in your change
- **Checking readiness:** Check that employees are clear on what's expected of them and that they feel confident operating in the new way
- **Understanding any barriers to change:** As you begin your rollout, you'll need to ensure that you're clear on what the barriers to change might be – you'll need to help people to work through their issues



How does this link to other phases in the BCF?

This links directly to the Go-Live actions that are set out in the Transition Phase of the BCF.

Further support

Please contact your HR Business Partner.