

## Change and transformation: Business change management; Benefits management BENM

### **Description**

Establishing an approach for forecasting, planning and monitoring the emergence and effective realisation of anticipated benefits. Identifying and implementing the actions needed to optimise the business impact of individual and combined benefits. The confirmation of the achievement of expected benefits.

### **Level 6**

Promotes the change programme vision to staff at all levels of the business operation, brings order to complex situations, and keeps a focus on business objectives. Works with operational managers to ensure maximum improvements are made in the business operations as groups of projects deliver their products into operational use. Maintains the business case for funding the programme and confirms continuing business viability of the programme at regular intervals.

### **Level 5**

Identifies specific measures and mechanisms by which benefits can be measured, and plans to activate these mechanisms at the required time. Monitors benefits against what was predicted in the business case and ensures that all participants are informed and involved throughout the change programme and fully prepared to exploit the new operational business environment once it is in place. Supports operational managers to ensure that all plans, work packages and deliverables are aligned to the expected benefits and leads activities required in the realisation of the benefits of each part of the change programme.