Module 1: Context & Governance

You need to summarise:

1. What type of change initiative the ‘App Improvements’ project will be?
2. Will it be a Core Change Initiative (CCI)?
3. What key documents will need to be produced for the project
4. Who will authorise the project and any project changes?
5. Where will reports go?

Answers:

1. Possible: Regulatory, Strategic, **Transformational**
   1. See CASE STUDY BUSINESS SCENARIO on Wiki: there is an already existing app, which has some issues with the usability and the access to the full range of information that customers expect 🡪 Transformational changes
2. It is **not a Core Change Initiative**, because small improvements of an existing app will be done and no core changes. Moreover, the criteria for being a CCI are not fulfilled
   1. Strategic impact:
      1. Externally communicated initiative contributing to strategic targets 🡪 no clear information, but rather not.
      2. Significant reputational impact (incl. regulatory risk) 🡪 no clear information, but rather not.
      3. Risk of significant litigation charges/through civil lawsuit/criminal sanction or regulatory fines 🡪 none
   2. Substantial investment required:
      1. Remaining lifetime investment > 50m (based on cash spend) 🡪 costs are less than 50k EUR 🡪 no breach
      2. Balance sheet impact CRD4 > EUR 10bn, RWA > EUR 5bn 🡪 no breach
      3. P&L impact – ACB reductions > EUR 50m, Revenue increase > 50m, FTE reduction > 500 🡪 no information available about these cases, but rather no breach
   3. Implementation complexity
      1. Multi-year implementation timeline 🡪 project runs for 3-5 months, no support from IT services expected, no further info available 🡪 no breach
      2. >= 3 divisions/functions involved 🡪 no breach
      3. Crucial dependency for other CCI 🡪 no information 🡪 rather no breach
3. Key documents
   1. Charter,
   2. RACI,
   3. **Stakeholder List,**
   4. PESTEL,
   5. **Gant Chart,**
   6. Requirements elicitation techniques (???),
   7. **Probability/ Impact Matrix,**
   8. lessons learned report,
   9. Change Management Plan
4. Authorisation of the project and possible changes
5. Reports: stored in **Bitbucket**, Processing posted on **Trello**