

Change On A Page (COAP)

MEDIUM

Project Owner: INSERT NAME
Business Analyst: INSERT NAME
Change Rep: INSERT NAME

PURPOSE: The COAP is used to capture an early summary of the change – the reason for the change, benefits, impacted stakeholders, etc.

Why are we changing?

What are the benefits?

What are the key changes?

Who is impacted?

Internal	Y/N	External	Y/N
OpenFinance		Customers	
Property Investment		Suppliers	
Property Management			
Marketing & Tech			
Acquisitions & Build			
Legal & Risk			
Finance			

CHANGE MANAGEMENT SUMMARISATION

What role will Change play?

What does initiative success depend on?

CHANGE IMPACTS, COMPLEXITY & DURATION

Internal	Existing Customers	New Customers	Complexity	Est Duration
L	M	H	L	3 Months Change

KEY MILESTONES

Change Impact Score Card – Types and Ratings

To help identify and assess change impacts, we've outlined three types of change, each with a perceived impact level: high, medium, or low. The scorecard below provides a detailed breakdown of each rating to ensure a consistent and structured approach to evaluating change impacts.

	People	Process & Policy	Technology & Tools
Low	<ul style="list-style-type: none">• Little change to how employees complete their daily activities.• Process mostly performed by the same people.• No change to employee reporting structures.• No change to how employees interact with P&C.• No change to location or team.	<ul style="list-style-type: none">• Few process changes.• Anticipated high willingness to adopt new processes – streamlined/more efficient.• Environment able to support changes to processes.• Policies, guidelines and work instructions mostly meet requirements to govern the future state.• Small updates may be required to policies, guidelines and work instructions.• No impact to customers or external stakeholders.	<ul style="list-style-type: none">• Process will not be affected by the new technology or will only have a slight impact.• Data is readily accessible and not affected by new technology.• No change to existing or new product or service.• No impact to customers or external stakeholders.
Medium	<ul style="list-style-type: none">• Some changes to how employees complete their daily activities.• Some changes to how employees interact with P&C.• Some new behaviours required.• Some changes to existing roles.• Part of the process performed by different individuals/teams.• Some changes in reporting structures.• New location impacting individuals.	<ul style="list-style-type: none">• Noticeable changes to processes.• Legislation / environment anticipated to be manageable.• Policies, guidelines and work instructions need to be updated.• New or changed regulations and requirements.• Small impact to customers or external stakeholders.	<ul style="list-style-type: none">• New or changed technology is required to operate the process but only has a small impact.• New Technology may impact data and/or reporting.• Some data is not readily available or there are changes to who can access it.• Format of data may differ slightly.• Some changes to reporting / analytics.• Some changes in master data ownership.• Changes to a product or service.• Small impact to customers or external stakeholders.
High	<ul style="list-style-type: none">• Complex changes to how employees complete their daily activities.• A significant change to how Employees interact with P&C.• New behaviours and a change to the culture are required.• New roles or large changes to existing jobs.• Process predominantly performed by different role.• New operating model may be required.• New location impacting whole of team.	<ul style="list-style-type: none">• Extensive change to core processes.• Legislation/environment will challenge the implementation of the processes.• Policies, guidelines and work instructions need to be significantly changed or developed from scratch.• Significant new or changed regulations and requirements.• Significant impact to customers or external stakeholders.	<ul style="list-style-type: none">• New Technology.• New Technology will affect data and/or reporting:• Data is not readily available or significant changes to who can access it.• A significant change to accessing reports/the introduction of analytics.• Key changes in master data ownership.• Major changes to a product or service.• Significant impact to customers or external stakeholders.