

Protecting
people
from harm



Change Management Presentation

November 2021



Introduction – What is Change Management at West Mercia Police

Change Management

At West Mercia Police the Change Management Department is responsible for the **Assessment and Delivery** of major Strategic Change Programmes, Projects and Initiatives.

The department is made up of a team of Change Professionals and experts whose job is to guide and manage the customers of Change through the Change lifecycle from moment of inception to the point of benefits realisation.

Vision

Delivering change in a **professional** and **customer focussed** way that **benefits** West Mercia Police and the Communities we serve.



What services do we provide?

Portfolio Management Office

Single Point of Entry for Change Evaluation and Assurance.

Delivery Change as a Service to West Mercia Police

Programme Management

Providing a Programme Manager and Team responsible for delivering the Change Outcomes

Project Management

Providing a Project Manager and Team Responsible from delivering the Change Outcomes

Business Change

Helping the Business to realise the culture change and business benefits

There are a number of services that the Department provides these include;

- The **Assessment and Evaluation** of Change
- **Change Delivery** – Via Programmes or Project
- The **Assurance and Governance** of Change delivery
- **Management Information** around Change
- **Advice and Guidance** on Change and Innovation concepts



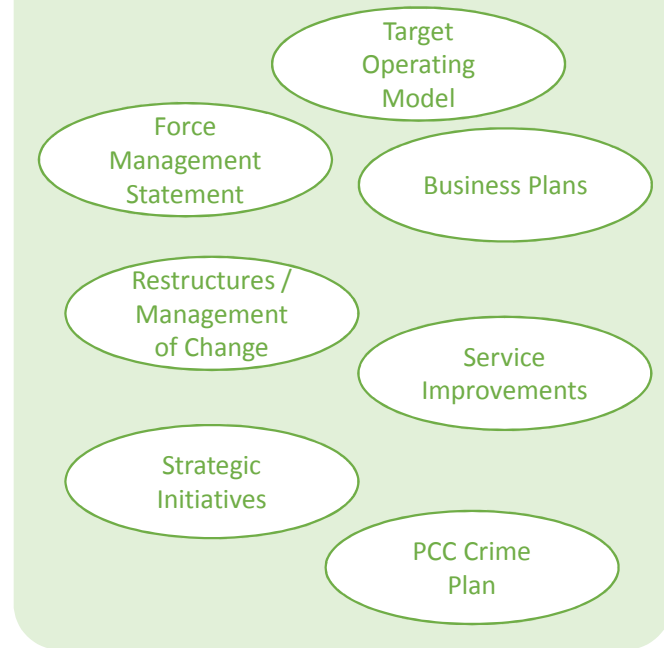
Where does change come from?

Change Instigator External Source



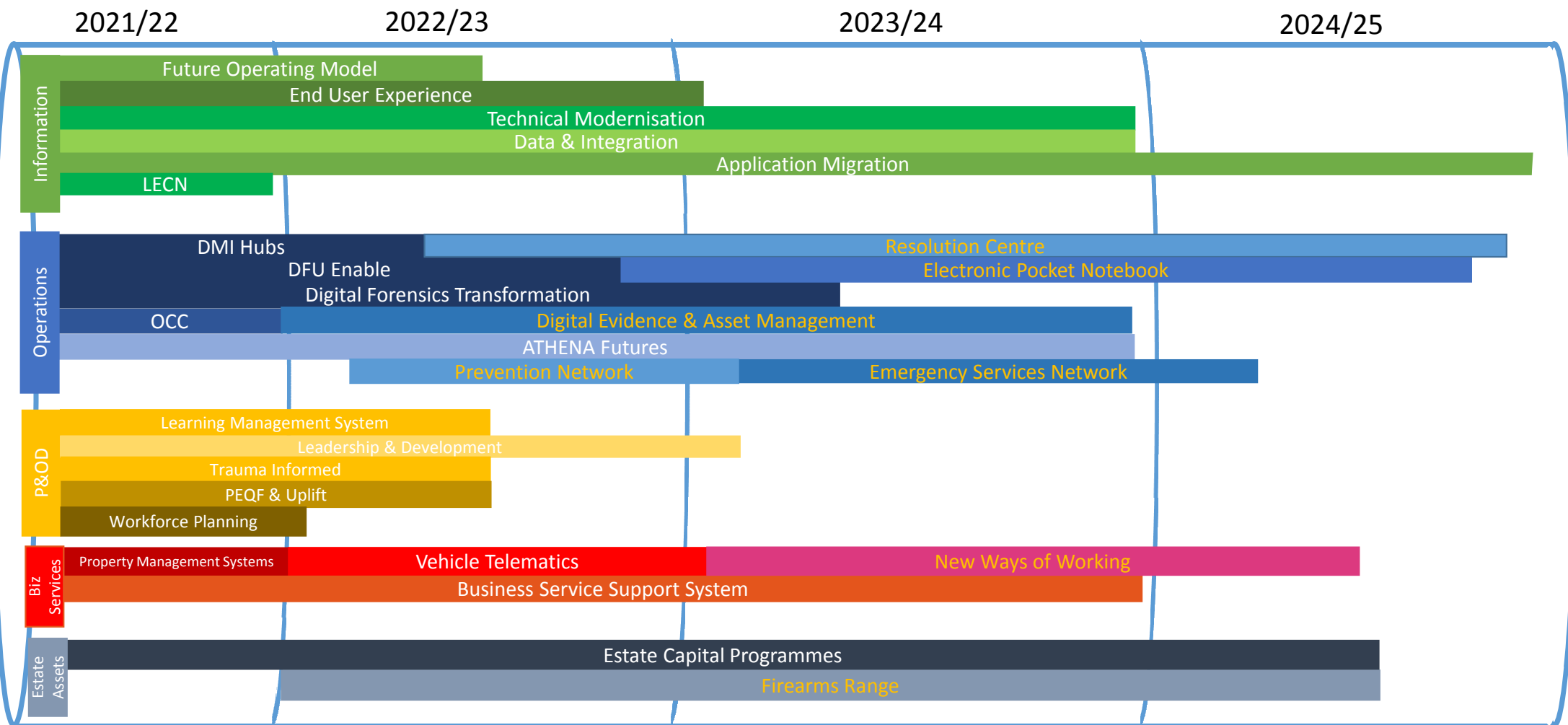
Sources of Change

Change Instigator Internal Source





Current 3 Year Change Pipeline – Strategic Road Map





What are our biggest Changes at the moment

External

1. **Law Enforcement Community Network** *(Providing access to a secure national police digital network)*
2. **Emergency Services Network** *(The replacement for the Airwave/Radios)*
3. **Athena Futures** *(Upgrades to the Force primary case management system)*

Internal

1. **Digital Services Transformation programme** *(Modernising Upgrading the Forces IT infrastructure)*
2. **Digital Forensics Transformation programme** *(Modernising the Force Digital Forensics capability)*
3. **Operations Communications Centre programme** *(Enhancing the forces Incident Management Systems)*



Questions

END