



**CoMC / ChMC
Change Engagement Summary**

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March 2024

Agenda at DSC Customer Sessions

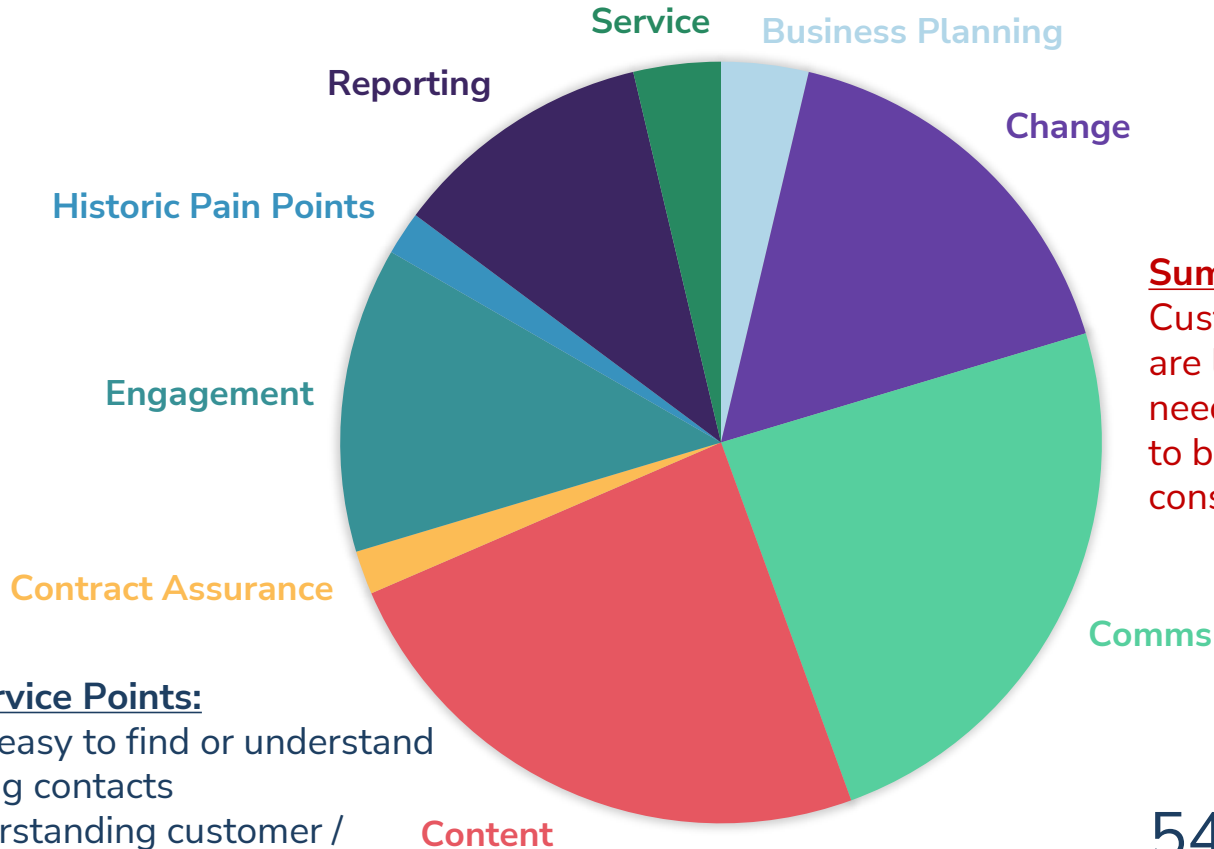
- What's your views on industry change processes?
- Pain points summary
- Efficiency Review – Change opportunities
 - Process and governance
 - Efficiencies review findings
 - Recommendations & proposals
- Targeted Communications
 - Communications aspirations
 - The Experience – evolving your CDSP service
- Improvement Proposals

Proposed Roadmap Options

1. Do nothing
 - Industry accepts the DSC Change process is somewhat inefficient, but restricted by limited resources & collaboration points
2. Short term - Increase administration for serving industry
 - Xoserve become more focused on prepping customers through meetings, focused publications and educational material
3. Long term - Optimise information sharing and governance for all parties
 - Outbound – Xoserve develops focused and targeted communications capabilities
 - Inbound – Industry actively collaborates at the appropriate stages to ensure expert contributions are captured/considered, enabling governance to be streamlined for decision making

What Customers said

Improvement Areas



Summary Customer Point:
Customer resource constraints are likely to continue, so the need for the CDSP information to be quickly and easily consumed is increasing.

Summary Service Points:

1. Info isn't easy to find or understand
2. Spamming contacts
3. Not understanding customer / audience

54 comments

Proposal Questions	Yes	In Principle	No
If we do nothing, are you happy to accept an inefficient Change process?	0	0	11
Does customer want Xoserve to go for Short Term solution?	0	0	11
Should we invest in Targeted Comms?	11	0	0
Should we redesign DSG (to Design Committee)?	9	1	1
Would targeting customer SMEs assure Change Managers on earlier stage gates?	3	8	0
Would Change Managers be open to revising Change Governance?	1	8	2

Findings

1. Customers need to see a STEP CHANGE
 - We need to change our APPROACH
2. Customers want VALUE-ADD over COST SAVINGS
 - Customers would prefer to invest and access tangible BENEFITS from the CDSP, rather than solely focus on cost reduction
3. The experience of the CDSP does not align to the reported Performance or the Efficiencies Review
 - Customers can't FEEL the benefit or TRUST for consistent delivery

Next Steps for 2024

- Constituency briefings? (Ongoing)
- Continued engagement with customers
 - End of March 2024
- CoMC - Approach change and introduction to customer benefits
 - April 2024
- Detailed strategy and business cases
 - FYQ1 2024/25



Questions?

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