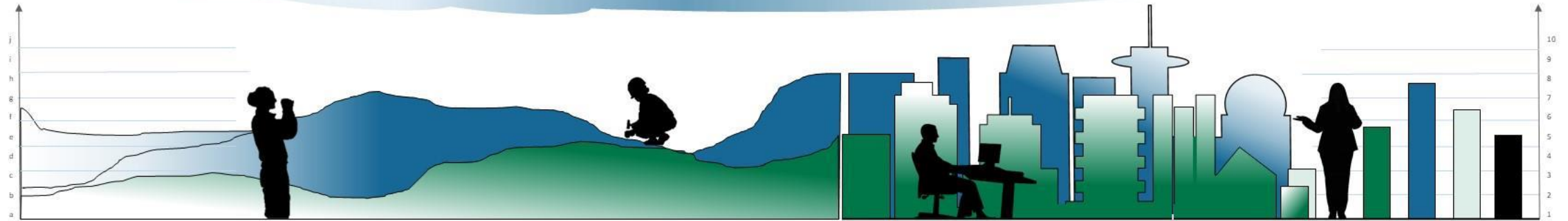


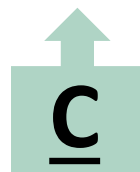
# T I R O H A N G A WHĀNUI



## USER GUIDE

Click this symbol

To return to this Contents menu



Click the link to go directly to a page

## Navigation: List View

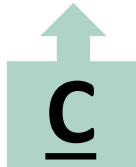
<a href="#">Business Rules</a>	3
<a href="#">Overview</a>	4
<a href="#">The Home Page</a>	5
<a href="#">The Navigation Toolbar</a>	6
<a href="#">Projects – List</a>	7
<a href="#">New Project/Initiative</a>	8
<a href="#">Project – Detail</a>	9
<a href="#">Change – New</a>	10
<a href="#">Project – Detail cont.</a>	11
<a href="#">Change – Detail</a>	12
<a href="#">Activity – New part One</a>	13
<a href="#">Activity – New part Two</a>	14
<a href="#">Activity – Detail</a>	15
<a href="#">Weekly Review and Update</a>	16

## Navigation: Enterprise View

<a href="#">Timeline</a>	15
<a href="#">Key Stats</a>	16
<a href="#">Change Summary</a>	17

## Appendices:

1. <a href="#">Glossary</a>	18
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3. <a href="#">Change Description Best Practice</a>	20
4. <a href="#">Change Aspect</a>	21
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8. <a href="#">Office Locations</a>	25
9. <a href="#">Comms Channels</a>	26
10. <a href="#">Deletions</a>	27



## BUSINESS RULES FOR DATA ENTRY

### Organisational Improvement (OI) Projects

All Organisational Improvement (OI) projects with identified change impacts (based on the Prosci Change Aspects see appendix x).

The Change Manager(s) / Change Trainer(s) assigned to the OI project are responsible for entering and maintaining this data (see the RACI in appendix x).

### Business Initiatives

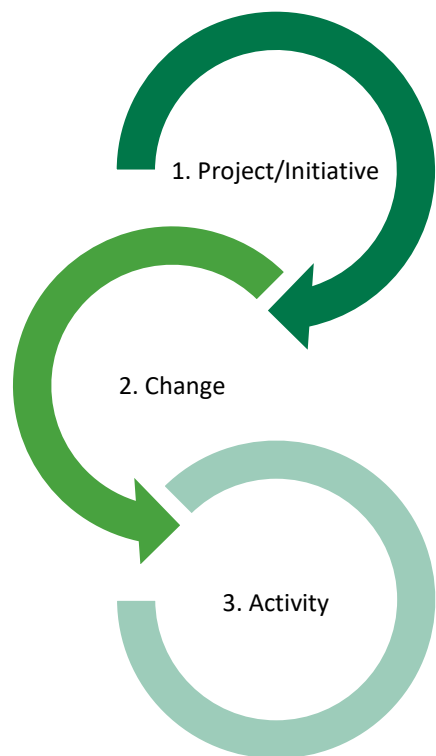
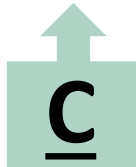
All Business Initiatives that:

- impact an office, business units, whole teams or a specific role group
- have identified change impacts (based on the Prosci Change Aspects on page *tbc*)

The Senior Change Manager- Relationship assigned to the relevant business group is responsible for entering and maintaining this data (see the RACI on page *tbc*).

### Not included

Business Group reorganisation/restructures that are managed by the People team will not be entered into the tool. This has been discussed and agreed with the People Team; the sensitive nature of this mahi makes the data unsuitable for entry into the tool.



**In Tirohanga Whānui there are three levels of information and two separate views**

## **VIEWS**

### **List View:**

This view provides access for data entry. It is restricted to the Change Enablement team

### **Enterprise View:**

This view provides an overview of the data via Power BI dashboards. It is widely available and not restricted.

## **LEVELS**

**LEVEL 1:** A Project or Initiative is created in the 'List View'

**LEVEL 2:** You can then create a change or changes that sit within that Project/Initiative

**LEVEL 3:** You can then create activities that will take place when delivering the change

# The Home Page

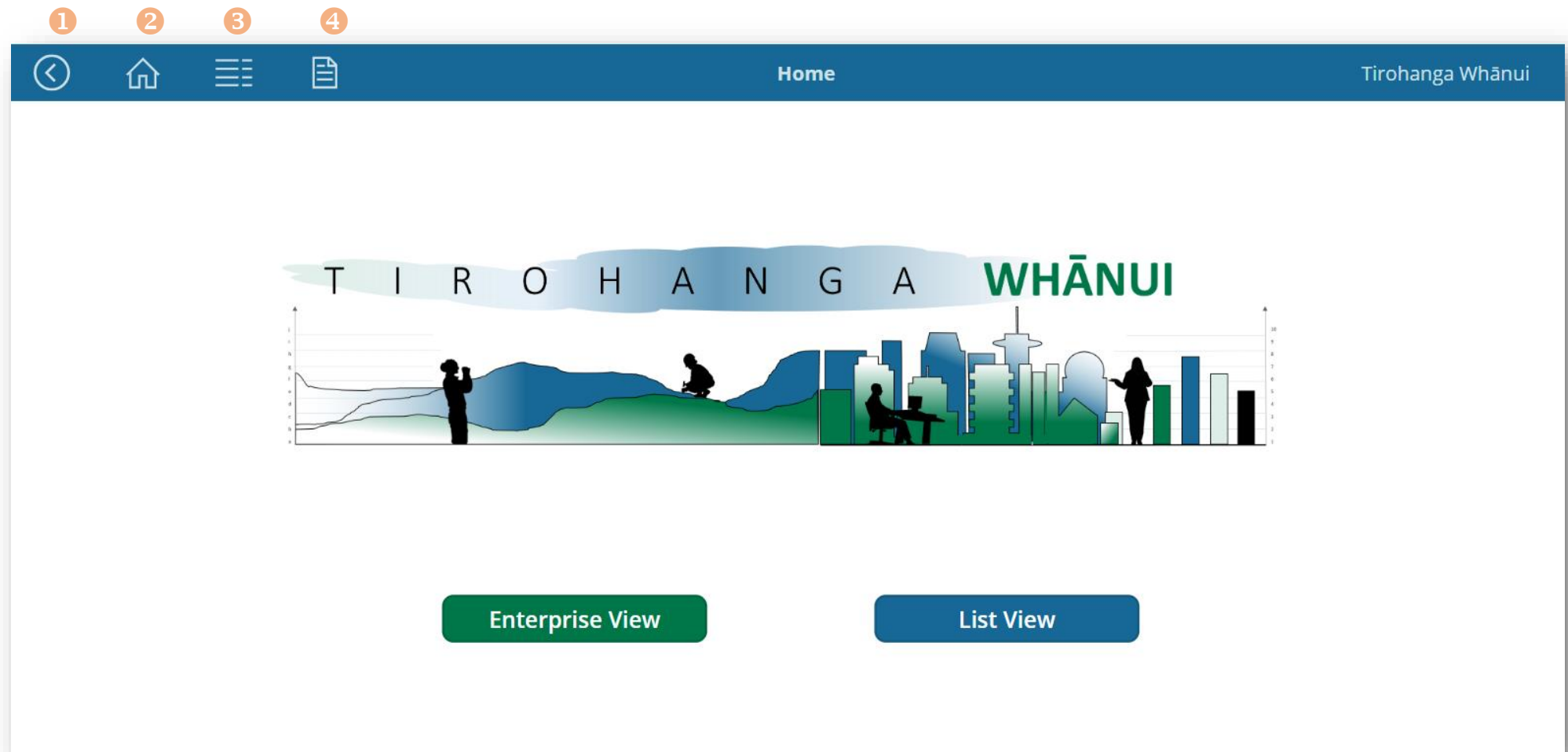


**1 Enterprise View**  
Clicking the Enterprise View will open a new tab showing you the Power BI report

**2 List View**  
Clicking this button will take you to the list view where projects/initiatives, changes and activities are entered

# The Navigation Toolbar

- 1 Back button**  
Takes you to the previous page
- 2 Home Icon**  
Brings you back to this page
- 3 Projects List Icon**  
Takes you to the Projects List (same as List View button below)
- 4 Enterprise View Icon**  
Takes you to the Enterprise View (same as the button below)



# Projects - List

**1 New Project/Initiative Button**

Click to create

**2 Project/Initiative Name**

In alignment with other business documentation

**3 Search Bar**

You can search by Project/Initiative OR Project Manager

**4 Project Manager**

More than one name can be listed

**5 Project Type**

Drop down box options to filter are

**Org Improvement Portfolio**

i.e. Managed within the Enterprise Portfolio Office

**Business Group Initiative**

i.e. Projects external to EPO, run out of the business group

**6 Project Status Filter**

Drop down box options to filter the data that is Active or Inactive.

**7 Click the light bulb symbol**

to enter feedback into a form that will go to the Tirohanga Whānui working group

1 New Project/Initiative	3 Search	5	6	7
2 Project/Initiative	Programme	4 Project Manager	Project Type	Project Status
			Business Group - Initiative	Active
			Business Group - Initiative	Active
	Customer Programme		Business Group - Initiative	Active
			Business Group - Initiative	Active
			Business Group - Initiative	Active
			Org Improvement Portfolio	Active
			Org Improvement Portfolio	Active
			Business Group - Initiative	Active
			Business Group - Initiative	Active
			Org Improvement Portfolio	Active
			Org Improvement Portfolio	Active

**DEFINITIONS**

**Project**

A single objective, of a temporary nature

**Initiative**

Driven from the business group rather than the Enterprise Portfolio Office

**Programme**

Strategic transformation that may include smaller projects



## Level 1 – Create a Project

Fill in the required fields then click 'Create'

# New Project/Initiative

- 1 Programme search**  
Drop down box will list all programmes that have been entered to date
- 2 New Programme**  
Click to create a Programme. Ensure your information is correct before entering,
- 3 Project/Initiative**  
Name should be consistent with other documentation, avoid acronyms where possible
- 4 Dependencies**  
Where the project is dependant on other factors such as other projects, funding or resources  
If there is more than one, use a comma to separate
- 5 Change Manager and Change Trainer**  
Drop down fields, multiples can be added. If someone is missing check with \*?
- 6 Create | Cancel Buttons**  
Create will become live when the compulsory fields have been completed. Click Cancel if you have begun to enter data but have changed your mind

The screenshot shows the 'Project - New' form with a 'Programme List' modal open. The modal has a search bar 'Enter New Programme Name' and an 'Add' button. Below the search bar, there are two options: 'Relationship Management' and 'Customer Programme'. The main form has a blue header with navigation icons and the text 'Project - New' and 'Tirohanga Whānui'. Below the header, there is a breadcrumb 'Project/Initiative: *New Project/Initiative*' and a 'Create' button. The form fields are: 'Programme' (dropdown with 'Search for programme' and a 'New Programme' button), 'Project/Initiative\*' (text input), 'Project Manager' (text input), 'Dependencies' (text input), 'Project Type' (dropdown), 'Project Status\*' (dropdown with 'Active'), 'Change Manager' (dropdown with 'Search for Change Manager'), and 'Change Trainer' (dropdown with 'Search for Change Trainer').

## DEFINITIONS

\* Denotes a compulsory field. These fields must be completed in order for the 'create change' button to become live

\*Active or Inactive  
Inactive = handed over to BAU, Project closed or change management no longer involved

# Project - Detail

## Level 1 – Project is complete

## Level 2 – Add Change

Now 'New Change' must be added to the Project

### 1 Record History

Wherever you see this symbol throughout the pages you will see a record of who created the original file, who last modified it and when

### 2 Edit Project

Click to add or change information displayed. You are able to delete incorrect records in the edit function but should only do so if you want them to be completely removed

### 3 New Change Button

Click to create a new Change

### 4 Change Aspect Filter

The dropdown menu lists the aspects of change, so that you can filter by specific types of change

- Policy / Process
- System
- Tools
- Job Role
- Behaviours
- Mindset/Attitude/Beliefs
- Reporting Structure
- Location

### 5 Changes

Any changes listed against the project/initiative will be displayed here

The screenshot shows the 'Project - Detail' page for 'Oracle eBS Upgrade'. A 'Record History' popup is open, showing details for a record modified by Karen Lynley on May 15, 2023. The page includes a navigation bar with 'Project - Detail' and 'Tirohanga Whānui'. The main content area displays project details such as 'Programme', 'Project/Initiative', 'Project Manager', 'Dependencies', 'Project Type', 'Project Status', 'Change Manager', and 'Change Trainer'. A 'Changes' section is visible, featuring a 'New Change' button, a 'Change Aspect Filter' dropdown, and a table with columns for 'Change ID', 'Change Description', 'Change Aspect', 'Start Date', 'End Date', 'Change Risk', and 'ADKAR Assessment'. A large exclamation mark icon and the text 'No changes found' are displayed in the table area. Annotations 1-5 point to specific UI elements: 1 (Record History), 2 (Edit Project), 3 (New Change), 4 (Change Aspect Filter), and 5 (No changes found).

**Record History**

Last Modified By: Karen Lynley  
Last Modified On: May 15, 2023 12:33 PM  
Created By: [Redacted]  
Created On: April 28, 2023 9:49 AM

**Project - Detail**

Project/Initiative: Oracle eBS Upgrade

Formal Status Updates

**Edit Project**

Programme

Project/Initiative

Project Manager

Dependencies

Project Type: **Org Improvement Portfolio**

Project Status: **Active**

Change Manager

Change Trainer: **Karen Lynley**

**Changes**

**New Change**

Change Aspect Filter

Clear Filter

Change ID	Change Description	Change Aspect	Start Date	End Date	Change Risk	ADKAR Assessment
No changes found						



# Change - New

**1 Change Description**  
Keep as succinct as possible. See Appendix 3 for Best Practice examples.  
The description should encompass all the change for that business subgroup

**2 Business group and sub-group**  
Click to select the groups that are impacted by the change. First select business group then the option to add sub-group will become live. Note: Can only be selected once per project

**3 Start and End Date**  
Key information for the enterprise view. Can be edited and changed. Start date is when Change joined the project.

**4 Change Risk Assessment**  
This is the Prosci Risk Assessment value that comes out of assessing Change Characteristics & Organisational Attributes

**5 ADKAR Phase**  
That the Project/Initiative is in is in change. Drop down selection:  
Awareness  
Desire  
Knowledge  
Ability  
Reinforcement

**6 Restricted Data Drop down**  
Yes/No, defaults to No

Change - New Tirohanga Whānui

Project/Initiative: [Change Landscape Tool](#) Create Cancel

Change ID: *New Change*

Change Description\* **1**

Start Date **3** 28/04/2023

End Date 29/04/2023

Business Group **2** Select Business Groups and Sub Groups

Change Risk Assessment **4**

ADKAR Phase\* **5**

Restricted Data\* **6** No

Sub Group

Change Aspect Find items

## **2 Business group drop down choices**

See Appendix 1. for sub groups

- Urban Development and Delivery
- National Services
- Commercial
- Place-based Auckland and Northland
- Place-based Central
- Place-based South Island
- Te Kurutao-Group Māori
- Construction and Innovation
- People Governance and Capability
- Strategy Finance and Policy
- Urban Planning and Design
- Chief Executive

Change - New Tirohanga Whānui

Project/Initiative: [Change Landscape Tool](#) Create Cancel

Change ID: *New Change*

Impacted Groups

Business Group

Sub Group **2** Select a Business Group first Add



# Project Detail cont.

## Level 1 – Project is complete

## Level 2 – Change is complete

Now Activities can be added to the project by clicking on the Change ID

**1 New Change**  
If the project involves more than one change for people, additional changes can be added

**2 Change ID**  
TW (Tirohanga Whānui) followed by a number. Click this to add activities

**3 'Sort By' Arrows**  
Click to sort by date (Start Date or End Date)

**4 Formal Status Updates**  
See 'Project Detail, Reviewing and Updating

**Project - Detail** Tirohanga Whānui

Project/Initiative: Change Landscape Tool **4** Formal Status Updates **Edit Project**

Programme Project Type **Business Group - Initiative**

Project/Initiative **Change Landscape Tool** Project Status **Active**

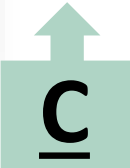
Project Manager Change Manager

Dependencies Change Trainer **Karen Lynley**

### Changes

Change Aspect Filter  **1** **New Change**  **Clear Filter**

<b>2</b> Change ID	Change Description	Change Aspect	<b>3</b> ↓↑ Start Date	↓↑ End Date	Change Risk	ADKAR Phase
<b>TW-0079</b>	Change Team and key consumers to adopt / use new tool to maintain an enterprise view of change	Policy / Process, Tools, Behaviours, Mindset/Attitude/Beliefs	03/10/2022	30/06/2023	Medium	Awareness



### Level 3 – Add Activities

Click New Activity to create activities under each change

# Change - Detail

**1 Edit Change**  
Click here to edit the Level 2 Change information. You will then have the option to 'Save', 'Cancel' or 'Delete' your changes, See Appendix 3 for more information on deletions.

**2 Level 2 information is displayed**  
In the white panel

**3 Magnifying Glass**  
Where you see this symbol, more items have been selected than can be displayed. Click the symbol to see the expanded list

**4 New Activity Button**  
Click the button to create activities related to the change

**5 Filters**  
You can filter the activity list by type of activity, locations impacted and/or communication channels

**6 Activity Titles**  
Clicking on each activity titles reopens the Activity screen that you view when you create a 'New Activity'

The screenshot displays the 'Change - Detail' page for 'Change Landscape Tool' (Change ID: TW-0079). The interface includes a top navigation bar with a home icon, a menu icon, and a document icon. The main content area is divided into several sections:

- Change Description:** 'Change Team and key consumers to adopt / use new tool to maintain an enterprise view of change.'
- Business Group:** 'People Governance and Capability'. A magnifying glass icon indicates more items are selected.
- Sub Group:** '10 Sub Groups Selected'.
- Change Aspect:** 'Policy / Process, Tools, Behaviours, Mindset/Attitude/Beliefs'.
- Start Date:** 02/10/2022
- End Date:** 29/06/2023
- Change Risk Assessment:** Medium
- ADKA:** ADKAR Phase 155
- Restricted Data:** No

The 'Activities' section features a 'New Activity' button and three filters: Activity Type Filter, Locations Impacted Filter, and Comms Channel Type Filter. Below the filters is a table of activities:

Activity Title	Activity Type	Change Activity Audience	Locations Impacted	Comms Channel Type	Comms Channel	Other Comms Channel
<a href="#">Change Team Awareness</a>	Information Session	Impacted People Leaders, Impacted Team/s	Christchurch North Office, Christchurch South Office, Waterloo	Business Group based	Comms Channels	
<a href="#">Drop in sessions</a>	Training	Impacted Team/s	Christchurch North Office, Christchurch South Office, Waterloo	External Comms	Channels	
<a href="#">Evaluation survey</a>	Survey/Feedback	People Leaders	Waterloo Quay - Wellington Office	Internal Comms Channels	Internal Comms - Microsoft Teams	
<a href="#">Team briefings by Team Leaders</a>	Information Session	Impacted Team/s	Carlton Gore - Newmarket Office, Waterloo Quay -			



# Activity – New

## Part One

**1 Change Activity Title**  
Clear, short, descriptive activity statement

**2 Change Activity Type**  
Drop down menu, select from  
Engagement  
Workshop  
Training  
Coaching Session  
Information Session  
Communication – Push  
Communication – Push/Pull

**3 Change Activity Audience**  
Drop down menu, select from  
Kāinga Ora Board  
Board Sub Committee  
Ngā Pae Tātaki  
Business Group Leadership Team  
Business Sub Group Leadership Team  
People Leaders  
Impacted Team/s  
SMEs (Subject Matter Experts)  
Impacted Roles  
All of Kāinga Ora  
Project Team

**4 Locations Impacted**  
Drop down box asks you to select physical office locations which are listed alphabetically. See Appendix 5 for full list

**5 Delivery Dates**  
Start and end of this activity or group of activities (e.g. series of workshops)

### DEFINITIONS

**Communication – Push**  
Information being sent out, no response required

**Communication – Push/Pull**  
Some response required from the communication; call to action

**Engagement**  
An arrangement to meet or do something e.g. Teams meeting



# Activity – New

## Part Two

### Level 3 – Add Activities

Fill in the required fields then click 'Create'

#### 6 Comms Channel Type

Drop down menu, select from External Comms Channels  
Project based Comms Channel  
Internal Comms Channels  
Business Group based Comms Channels

#### 7 Comms Channel

Drop down menus appear relative to the Comms Channel Type selection. See Appendix 6 for all sub menus that appear here

#### 8 Other Comms Channel

Free Text field, please check appendix 6 before entering into this field to ensure they are not listed in a sub menu

#### 9 Notes

Free Text field. Here you should note specific metrics about the effort required for this activity. E.G. 3 x one hour sessions over 3 weeks)

Activity - New

Tirohanga Whānui

Project/Initiative: [Change Landscape Tool](#)

Change ID: [TW-0079](#)

Activity: *New Activity*

6 Comms Channel Type

7 Comms Channel

8 Other Comms Channel

9 Notes

Change Activity Title\*

Change Activity Type\*

Change Activity Audience

Locations Impacted

Delivery Start Date

Delivery End Date

Create Cancel



1 Click the **Project/Initiative** link to return to the level 1 Project – Detail screen

2 Click the **Change ID** to return to the Level 2 Change – Detail screen

3 **Edit Activity**  
Click here to edit the Level 3 Activity information. You will then have the option to 'Save', 'Cancel' or 'Delete' your changes, See Appendix 3 for more information on deletions.

The screenshot displays the 'Activity - Detail' screen. At the top, there is a navigation bar with icons for back, home, menu, and document, and the text 'Activity - Detail' and 'Tirohanga Whānui'. Below the navigation bar, the screen shows the following information:

- Project/Initiative: [Change Landscape Tool](#) (1)
- Change ID: [TW-0079](#) (2)
- Activity: Evaluation survey
- Change Activity Title: **Evaluation survey**
- Change Activity Type: **Survey/Feedback**
- Change Activity Audience: **People Leaders**
- Locations Impacted: **Waterloo Quay - Wellington Office**
- Delivery Start Date: **15/05/2023**
- Delivery End Date: **16/05/2023**
- Comms Channel Type: **Internal Comms Channels**
- Comms Channel: **Internal Comms - Microsoft Teams**
- Other Comms Channel: (empty)
- Notes: **Post with link to evaluation survey**

An 'Edit Activity' button (3) is located in the top right corner of the screen.

Review your Project/Initiative weekly and update as appropriate. Open the List view then click your Project/Initiative to access.

# Weekly Review and Update

- 1 **Formal Status Update**  
Click the formal status button in the Project – Detail page
- 2 **Enter your update**  
Briefly describe your update, examples provided
- 3 **Click the paper plane symbol**  
to post your answer
- 4 **Name and time**  
The record will show who updated the post and at what time
- 5 **What to enter**  
See this list for examples of what to enter

Project - Detail

Project/Initiative: Tirohanga Whānui - Change Landscape Tool

Formal Status Updates Edit Project

Programme Project Type **Business Group - Initiative** 1

Project/Initiative **Tirohanga Whānui - Change Landscape Tool** Project Status **Active**

Project Manager Change Manager

Dependencies Change Trainer **Karen Lynley**

**Changes**

New Change Change Aspect Filter Clear Filter

Change ID	Change Description	Change Aspect	Start Date	End Date	Change Risk	ADKAR Phase
TW-0079	Change Team and key consumers to adopt / use new tool to maintain an enterprise view of change.	Policy / Process, Tools, Behaviours, Mindset/Attitude/Reliefs	02/10/2022	29/06/2023	Medium	Awareness

Project - Detail

Project/Initiative: Tirohanga Whānui - Change Landscape Tool

Formal Status Updates

Karen Lynley, December 13, 2023 9:56 AM 4

Data check and contact with relevant Change Managers regarding updating or correcting info in Tirohanga Whānui

Karen Lynley, February 29, 2024 10:14 AM

Updated Activities (Change Mastery session).

Karen Lynley, February 29, 2024 2:28 PM

ADKAR phase updated

**Changes**

New Change Change Aspect Filter

Change ID	Change Description	Change Aspect
TW-0079	Change Team and key consumers to adopt / use new tool to maintain an enterprise view of change.	Policy / Process, Tools, Behaviours, Mindset/Attitude/Reliefs

Please enter status update details. This will be visible within internal reporting... 2

## 5 What to enter:

Briefly describe any update made examples:

- ADKAR phase updated
- Activities added: Workshops to be run
- Updated Change Description
- Formal Project Closure
- Change Manager added

If there is no update required examples:

- Reviewed, no update required
- Project placed on hold until Aug 2024
- Update to be made after Steering Group meeting in two weeks' time



When you click through to Enterprise view it opens this view in a new tab.

# Enterprise View Timeline



Click this symbol to reset to the default view. This will remove any saved filters



**1 Timeline and Key Stats**  
Click here to move between the two enterprise views

**2 Project Name Search**  
Search by name or part of the name to find specific projects

**3 Business Group and Activity Type Filter**  
Select from the drop-down menu to filter the information. Click the eraser symbol to clear the filter

**4 Legend – Change Risk Assessment**  
This information is pulled from the corresponding field in the list view (Change – New)

**5 Projects and Activity list**  
Project/Initiative name followed by the activities planned for that project. If the list is 'collapsed' only the Project/Initiative name remains. Scroll to see more

**6 Timeline**  
Activities appear as bars in the timeline based on the start and end date entered in List View. If you hover your mouse over a bar you will see its associated information

The screenshot shows the Enterprise View Timeline interface. At the top, there is a green header with the Kāinga Ora logo and the text 'Kāinga Ora Homes and Communities'. Below the header, there are several filters: 'Project Name Search' (with a search box), 'Business Group Filter' (set to 'All'), 'Activity Type Filter' (set to 'All'), and a 'Legend - Change Risk Assessment' (with options for High, Medium, and Low). The main area is a timeline from October 2022 to May 2023. On the left, there is a list of projects and activities, some of which are collapsed. A callout box (6) is shown over a bar in the timeline, displaying the following information: Legend: Medium; Task: Change Enable Workshop 1; Start Date: Saturday 31 December 2022; End Date: Tuesday 31 January 2023; Activity Type: Workshop; Activity Notes: -. Another callout box (5) is shown over the list view, displaying the same information for a project named 'Change Landscape Tool'.



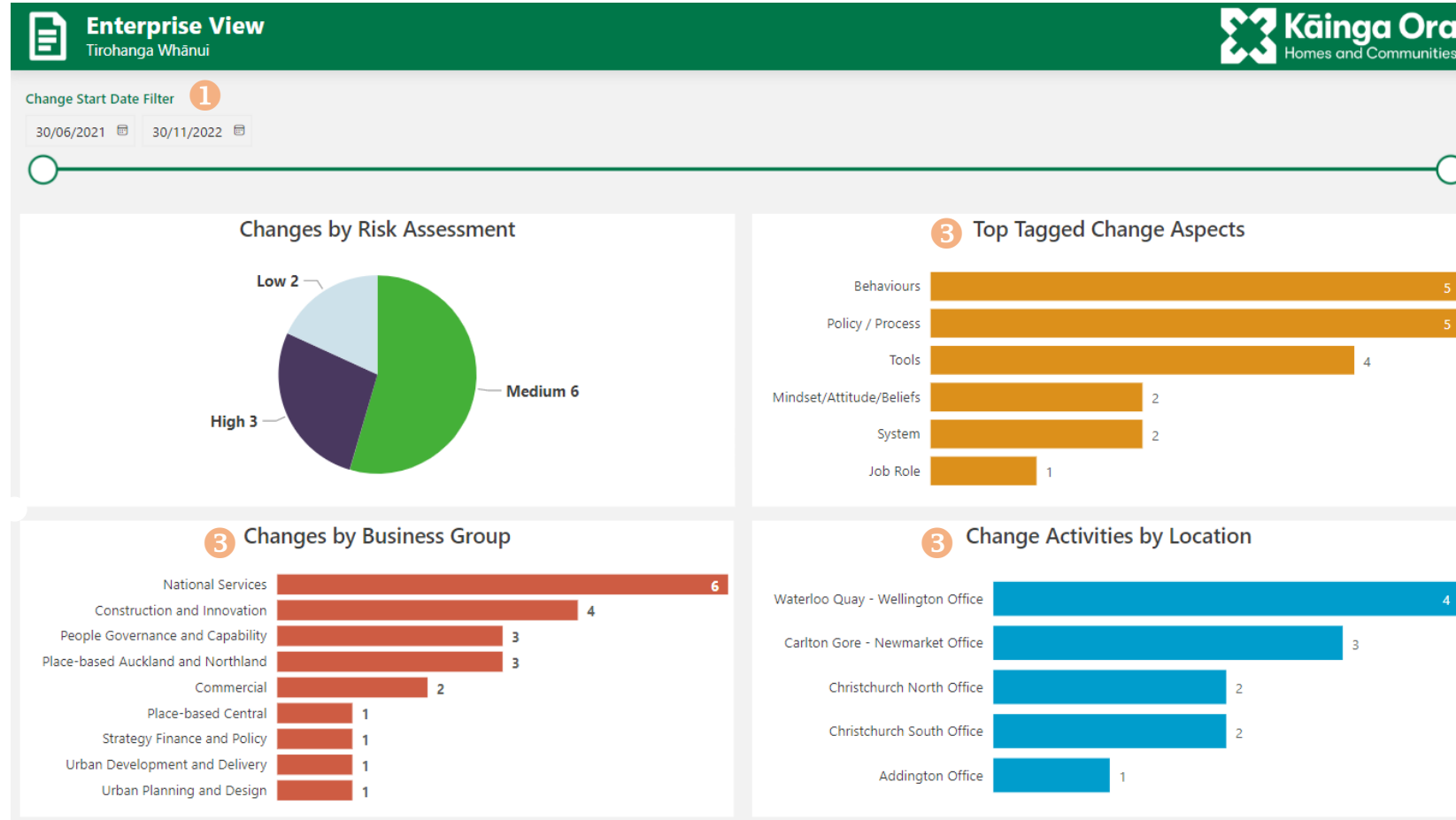
We recommend that this information is viewed via the live link, so that the data remains up to date

# Enterprise View Key Stats

**1 Change Start Date Filter**  
To view time specific information (e.g. from June 2023-August 2023) the start and end dates can be changed by clicking the calendar. Alternatively, you can drag the white circles along the line to display different time frames

**2 Changes by Risk Assessment**  
See the number of Changes and their Risk level that are happening within the dates above

**3 Top Tagged Change Aspects**  
**Changes by Business Group**  
**Change Activities by Location**  
This information is displayed according to the date specified above





# Appendix 1

## Glossary

**Active**

Current, underway

**Change Risk Assessment**

Based on the Prosci risk assessment grid (Appendix 2)

**Comms**

Communications

**Inactive**

Handed over to BAU, Project closed or change management no longer involved

**Initiative**

Driven from the business group rather than the Enterprise Portfolio Office

**Programme**

Strategic transformation that may include smaller projects

**Project**

A single objective, of a temporary nature

\*

# Appendix 2

## RACI

RACI - Responsible, Accountable, Consulted, Informed

Task	Snr Change Manager-Relationship	Change Managers	Change Trainers	Advisors to DCE/GMs	EPO	CE LEadership	CE Administrator	Manager - Strategic Planning (SFP)	Digital Workspace team	Tirohanga Whānui product team
Oversight of business group initiatives	R / A			C		I		C		
Monthly dashboard reporting to Business groups	R / A			I		I				
Entry and maintenance of data for key business group initiatives	R / A			C		I		C		
Entry and maintenance of OI Portfolio project data	I	R / A			I					
Entry and maintenance of OI Portfolio project training activity data	I		R / A		I					
Update status to inactive when the project / business initiative is closed	R	R				I	I			
Submit improvement suggestions	R	R	R			R	I		A	C
Maintain and enhance the system and dashboards	I	I	I			I	I		R / A	C
Provide access to List View						C			R / A	I
Updating user training collateral	I	I	I			I				R / A
Monitor status of data and follow up	I	I	I			A	R			



# Appendix 3

## Change Description

### Best Practice

The Change Definition should be one sentence and should avoid acronyms where possible. Ask, could someone external to the project understand the change that is taking place based on what you have written?

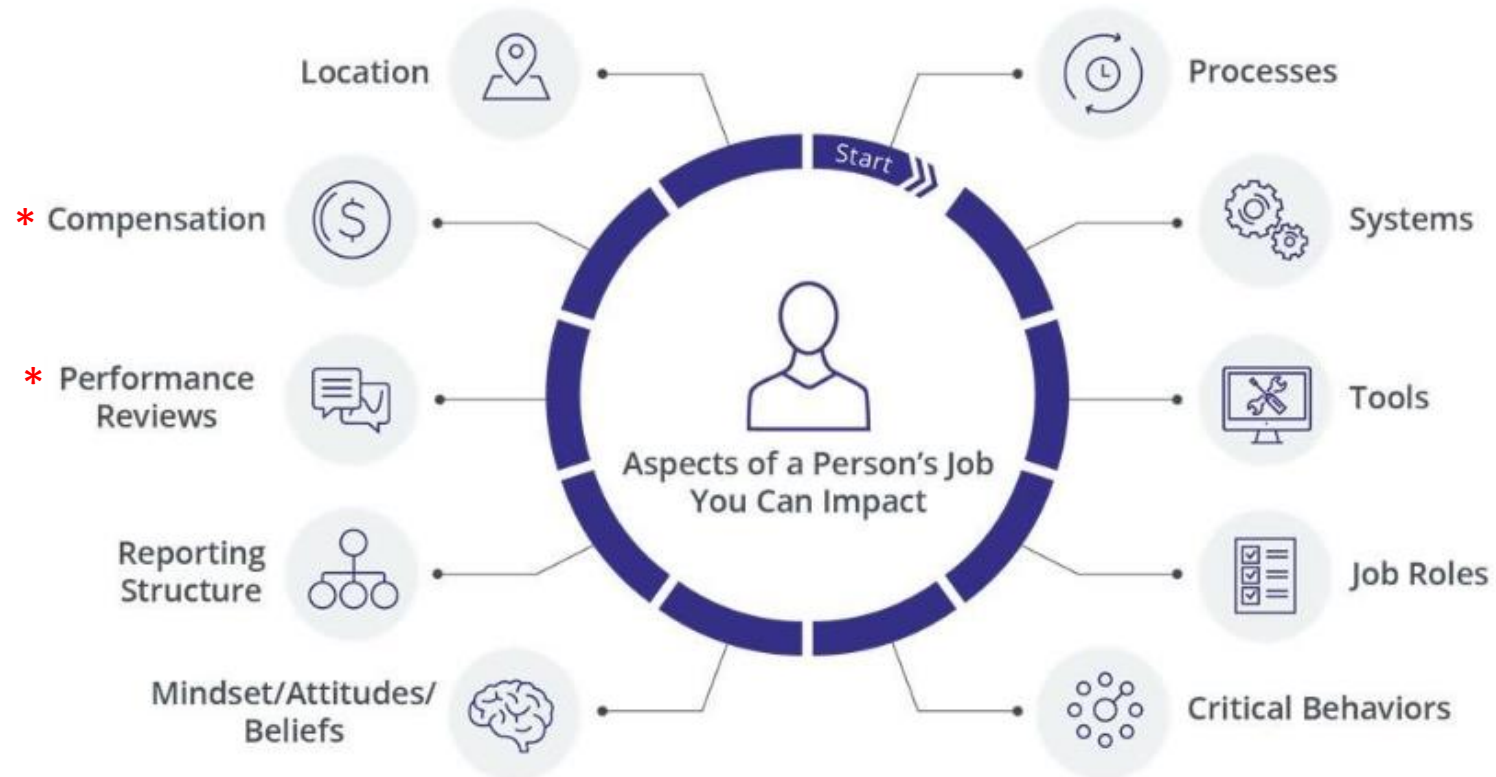
There are many different ways a change definition can be written but the sentence should include:

- High level 'who' is being impacted (remembering that the business groups and sub groups will provide more detail)
- What the *change* is
- Context that will help the reader understand

**Some possible examples:**



## 10 Aspects of Change Impact



\* Not included in Tirohanga Whānui

# Appendix 5

## Change Aspect examples

Aspect	Definition	Example Projects at Kāinga Ora
<b>Processes</b>	The actions or steps taken to achieve a defined end or outcome	[Redacted]
<b>Systems</b>	A combination of people and automated applications organised to meet a set of objectives	[Redacted]
<b>Tools</b>	An item or implement used for a specific purpose; can be a physical object such as mechanical tools or a technical object such as a web authoring tool or software programme	[Redacted]
<b>Job Roles</b>	A description of what a person does including competencies essential to performing well in that job capacity	[Redacted]
<b>Critical behaviours</b>	Vital or essential response of an individual or group to an action, environment, person or stimulus	[Redacted]
<b>Mindsets/Attitudes/Beliefs</b>	Mental inclination, disposition or frame of mind reflected in behaviours	[Redacted]
<b>Reporting Structure</b>	The authority relationships in a company or organisation; who reports to whom	[Redacted]
<b>Performance Reviews</b>	The process and indicators of how performance is measured and assessed relative to objectives	[Redacted]
<b>Compensation</b>	Amount of monetary and non-monetary pay provided in return for work performed	[Redacted]
<b>Location</b>	A physical geographical place that provides facilities for a stated purpose.	[Redacted]

# Appendix 6

## Risk Assessment Grid

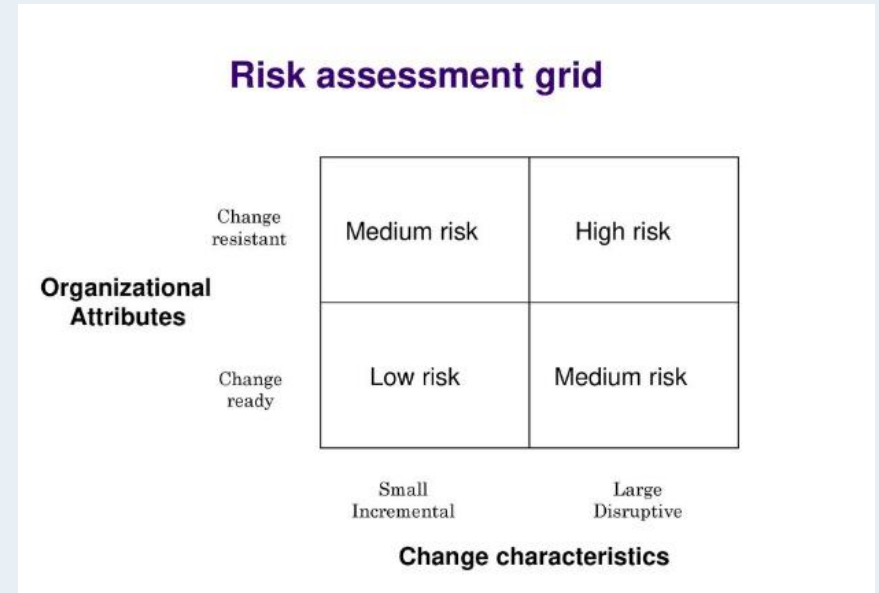
### Change Risk Assessment

Based on the Prosci risk assessment grid.

The Risk Assessment is used to assess risk and customize and scale your change management approach. The assessment is comprised of the Change Characteristics (size and scope of change) and the Organizational Attributes (change-ready or change-resistant). The result of these two scores will show plotted on the Risk Grid, and define the people risk of a change.

See [Prosci.com](http://Prosci.com) - [Keys to Prepare for Change](#) for more information

\*



## Chief Executive

Auckland and Northland  
Central  
Chief Executive  
Commercial  
Construction and Innovation  
National Services  
People Governance and Capability  
South Island

## Commercial Sub Groups

Advisory Services  
Chief Commercial Office  
Commercial  
Commercial Leadership Team  
Commercial Management Urban Development  
Commercial Products  
Commercial Director - Infrastructure Acceleration Fund  
Commercial Solutions  
Infrastructure Acceleration Fund (IAF)  
Market Delivery Acquisitions  
Market Delivery Team  
Procurement and Supplier Mgmt

## Construction and Innovation

ADMO  
Advisory Services  
Architect - Construction & Innovation  
BSIS  
C&I Leadership  
CMO  
Commercial Build Partnerships  
Delivery  
Project Velocity

## National Services

Advisory Services  
Communications  
Maintenance Contracting and Asset Services  
Marketing  
National Building Consents Authority  
National Engagement and Partnerships  
National Response  
National Services Leadership Team  
Practice and Customer Contact

## People Governance and Capability

Advisory Services  
General Counsel  
Governance  
Information and Intelligence  
Organisational Improvement  
People  
PGC Leadership Team  
Risk Assurance & Regulatory  
Safety Support and Wellbeing

## Place-based Auckland and Northland

Auckland & Northland Leadership Team  
Development Partnerships and Investment  
Investment and Planning  
Maintenance Commercial Contracts  
Office of the DCE (Auckland and Northland)  
Regional Director - Central and East  
Regional Director - Counties Manukau  
Regional Director - North and West  
Regional Director - Northland

## Place-based Central

Central Leadership Team  
Development Partnerships and Investment  
Investment and Planning  
Investment and Planning  
Maintenance Commercial Contracts  
Maintenance Commercial Contracts  
Office of the DCE (Central)  
Office of the DCE (Central)  
Regional Director - Bay of Plenty  
Regional Director - Canterbury  
Regional Director - East North Island  
Regional Director - Greater Wellington Region  
Regional Director - Nelson Marlborough West Coast  
Regional Director - Otago and Southland  
Regional Director - Taranaki Manawatu and Wairarapa  
Regional Director - Waikato  
South Island Leadership Team

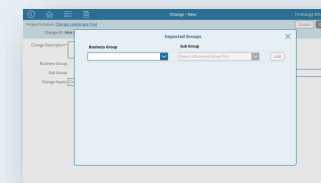
## Place-based South Island

Central Leadership Team

# Appendix 9 Business Group & Sub Group

## Strategy Finance and Policy

Advisors  
Business Partnering  
Chief Financial Officer  
Finance Shared Services  
Finance Support  
Financial Performance and Insights  
Investment Management Office  
Planning Performance and Insights  
Policy



## Te Kurutao-Group Māori

Maori Innovation and Opportunities  
Office of the DCE  
Policy and Performance  
Rangatira Relationships

## Urban Development and Delivery

Advisors  
Alliance GM  
Commercial Management Urban Development  
Greenfield and Complex Projects  
Infrastructure and Civil Construction  
Large-Scale Developments

## Urban Planning and Design

Advisors  
Government Policy & Legislative Support  
Infrastructure Strategy  
National Planning  
Reporting and Administration  
Specified Development Projects

# Appendix 9

## Office Locations

Addington Office  
Addington Office – Project Velocity  
Carlton Gore – Newmarket Office  
Carlton Gore – Project Velocity Office  
Christchurch North Office  
Christchurch South Office  
Dunedin Office  
Ellerslie Office  
Gisborne Office  
Greymouth Office  
Greys Avenue (tbc)  
Hamilton - Area Office  
Hamilton – Project Velocity (tbc)  
Hamilton – Te Kurutao  
Henderson Office  
Hobsonville Office  
Hutt Valley and Lower Hutt Office  
Invercargill Office  
Kaikohe Office  
Kaitia Office  
Kilbernie Office  
Kiwibuild Auckland Office  
Lakeside Info Centre  
Manawatu and Palmerston North Office  
Mangere Office  
Manakau Office and Customer Support Centre  
Morningside Office  
Mt Roskill Office

Napier Office  
Nelson Office  
New Lynn Office  
New Plymouth Office  
Offsite  
Otago Office  
Parliament  
Porirua – UDD & Te Aranga Alliance  
Porirua – Area Office  
Porirua – Customer Support Centre  
Rotorua Office  
Takanini Office  
Takapuna Office  
Tamaki Urban Development Office  
Tauranga Office  
Team Base Blenheim  
Timaru Office  
Waterloo Quay – Wellington Office  
Whakatane Office  
Whanganui Office  
Whangarei Office  
All Kāinga Ora Offices  
All Regional Offices

# Appendix 9

## Comms Channels

### Comms Channel Type

Drop down menu, select: **External Comms Channels**

#### Comms Channel

Drop down menu then displays

- External Comms - Website
- External Comms - Other Publication
- External Comms - Other
- External Comms - Close to Home

### Comms Channel Type

Drop down menu, select: **Internal Comms Channels**

#### Comms Channel

Drop down menu then displays

- Internal Comms - CE Update (Panui)
- Internal Comms - Te Ha (prev Leaders Update)
- Internal Comms - Te Huinga (Leaders Newsletter)
- Internal Comms - Key messages
- Internal Comms - Business Alert
- Internal Comms - Yammer
- Internal Comms - Mā te Marama Information Session
- Internal Comms - Microsoft Team
- Internal Comms - Atamai Article
- Internal Comms - Other

### Comms Channel Type

Drop down menu, select: **Project based Comms Channels**

#### Comms Channel

Drop down menu then displays

- Project - Atamai Page
- Project - Mailbox
- Project - Other

### Comms Channel Type

Drop down menu, select: **Business Group based Comms Channels**

#### Comms Channel

Drop down menu then displays

- Construction and Innovation – Monthly need to know
- Construction and Innovation – Monthly Director Dashboard Meeting
- People, Governance and Capability – Other
- Place-based Auckland / Northland
- Place-based Central – Other
- Place-based South Island – Other
- Te Kurutao – Other
- Urban Development & Delivery – Other
- Urban Planning & Design – Other
- Commercial – Other
- Construction & Innovation – Patrick’s monthly email
- National Services – Other
- Strategy, Finance & Policy - Other

# Appendix 10

## Deletions

### Effects of deleting each type of record

You should only delete if your data entry was in error or repetition. Activities should not be deleted after they are completed, they should remain as a record of what occurred.

It is possible to delete at every level - for Project/Initiatives, Changes and Activities you first click Edit then the Delete button will be available. There will be a pop up prompting you to confirm the delete before the record actually gets removed. For Programmes, click on the New Programme button, and you'll see a red X next to each programme you've created (if any) that you can use to delete that item. Again, a prompt will appear to confirm deletion before the programme is actually removed.

#### Deleting a Programme

If you delete a Programme, any Project/Initiatives that the programme was tagged against are NOT deleted. Instead, the Programme field will just be empty on all of those Project/Initiatives

#### Deleting a whole record: Activity, Change, Project/Initiative

You must delete your Activities first, before then deleting the change, then the Project/Initiative. If you delete an Activity, only that Activity is deleted and no other records are affected but if you delete a change that has activities within it, those activities will still appear (in grey as an error) on the timeline Enterprise view.

