

# Post-implementation review (PIR)

This post-implementation review helps you assess whether the change was adopted and delivered the intended outcomes, capture lessons learnt, and confirm business as usual (BAU) ownership and ongoing monitoring.

Scale the depth of the review to the size, complexity and scope of the change. For small or low-risk changes, brief dot points may be sufficient.

## Key information

<b>Change title:</b>	
<b>Brief description of the change initiative:</b> <i>One to two sentences describing the change.</i>	

## Change delivery team

<b>Project sponsor:</b>	
<b>Project manager:</b>	
<b>Change manager:</b>	
<b>Change delivery team / key contributors:</b>	

## Key dates

<b>Project start date:</b>	
<b>Implementation (go-live) date:</b>	



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<b>Date of evaluation:</b>	
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### Budget

Note any material variances and contributing factors.

<b>Original budget:</b>	\$ 0.00
<b>Actual expenditure:</b>	\$ 0.00
<b>Variance:</b>	\$ 0.00
<b>Notes:</b> <i>If variance is material, explain in notes.</i>	

### Review completed by

Name	Role	Business unit / agency	Date completed

### Performance overview

Rate the following on a scale of 1 to 5 (1=very unsuccessful and 5=very successful).

	Rating	Comments
<b>Change success</b>	/5	
<b>Change efficiency</b>	/5	
<b>Team performance</b>	/5	

### Adoption and stabilisation

Use this section to assess how well the change was embedded.

- Was the change adopted as intended by key stakeholder groups?
- Were old processes or systems retired (where applicable)?



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- What were the most common or recurring issues, and how were they resolved?
- Was stabilisation support adequate (support pathways, triage, response times)?
- What issues or risks remain open, and who owns them?

Discussion / notes
<i>Insert notes or topics of discussion</i>

### Measures of success

Measures of outputs, outcomes, adoption and controls established during the change initiative should be assessed to determine the extent of success. Where targets were not met, document contributing factors and actions required.

Success measure	Target	Actual	Comments / actions
<i>Insert success measure here</i>	<i>Insert agreed target</i>	<i>Insert actual result</i>	<i>Insert comments or actions</i>

### Lessons learnt (including wellbeing and psychosocial risks)

Document and share insights gained during the process in relation to the change effort. They are a valuable source of information which can benefit future change initiatives. This should include consideration of psychosocial risks and consultations requirements.

- Were psychosocial risk controls adequate (for example role clarity, workload planning, time-to-learn, support pathways, consultation quality)?
- What wellbeing signals emerged during transition (fatigue, conflict, errors, unplanned leave, disengagement)?
- What should be done differently next time?



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Lesson	What we will do next time
<i>Insert lesson learnt</i>	<i>Insert improvement</i>

### BAU handover confirmation

Confirm that responsibility and monitoring have transitioned to BAU.

Action completed	Details and date
<b>BAU commencement date</b> (when ownership formally transfers to BAU):	
<b>BAU owner confirmed</b> (role / team with ongoing accountability):	
<b>Ongoing measures and reporting cadence agreed</b> (what, how often and by whom):	
<b>Residual issues and risks logged with owners and due dates</b> (and actively monitored):	
<b>Procedures, guidance and training materials updated</b> (where relevant):	
<b>Support pathway confirmed</b> (who to contact and for how long support will be available):	
<b>BAU team briefed on change outcomes, risks and lessons learnt</b> (where relevant):	