

DLK CASE STUDY

Change Management Consulting Services for the City of Cape Town.



Change Management Professional Services

CLIENT: THE CITY OF CAPE TOWN



The Brief

The main objective was to provide Change Management Consulting Services for the project which established decentralized contract management functions within relevant departments in the City of Cape Town. DLK Group supported the ongoing change and communication management within those departments over the course of 8 months.



The Solution

DLK Group provided Change management services that was significant in facilitating the change management process and thus aiding in the successful completion of the project.

The team played a crucial role in:

- Establishing the Change Management Strategy and Schedule.
- Performing Stakeholder Analysis
- Creating the Stakeholder Matrix, List, and Impact Analysis Reports
- Managing stakeholder engagement and communications
- Implementing an effective Change Management Programme Plan
- Providing the Closeout Report



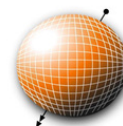
DLK Reflection

We felt honoured to be part of another project of the City of Cape Town. We are proud of the services we provided to facilitate the change management process and are pleased that the project was a success.



"DLK fully satisfied our requirements and often exceeded expectations. The resources were professional, pleasant and both provided invaluable contributions to delivery of the scope but also going above and beyond specifically as it relates the training a large number of persons to use a system-based repository under very tight deadlines."

MAUREEN WHARE
City of Cape Town



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A CULTURE OF EXCELLENCE