

## **AI Change Management Planning Template**

### 1. Change Overview

Change ID	Change Title	Description of Change	Type of Change (Process / System / Policy / Organizational)	Requested By	Date Requested

### 2. Change Impact Assessment

Area Affected	Impact Description	Risk Level (H/M/L)	Mitigation Actions	Responsible Owner
Business Process				
People / Roles				
Technology / Systems				
Data & Security				
Compliance & Ethics				

### 3. Stakeholder & Communication Plan

Stakeholder/Group	Change Impact on Stakeholder	Communication Requirement (What/How/Often)	Responsible Person

### 4. Training & Support Plan



Training/Support Needed	Target Audience	Method (Workshop, E-learning, Coaching)	Resources Required	Timeline
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## 5. Implementation Timeline

Milestone/Activity	Start Date	End Date	Owner	Status
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## 6. Approval & Review

Approver	Role	Approval Status	Date Approved
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### ☒ Example (AI-driven Customer Service Chatbot Deployment)

#### Change Overview

- **Change ID:** CM-001
- **Title:** Deployment of AI Customer Service Chatbot
- **Description:** Introducing AI chatbot to handle Tier 1 customer service queries
- **Type:** System & Process Change
- **Requested By:** Customer Experience Director
- **Date:** Jan 5, 2025

#### Impact Assessment Example Row:

- **Area Affected:** People/Roles
- **Impact:** Customer service agents need to transition to handling escalations only
- **Risk Level:** Medium
- **Mitigation:** Provide retraining on escalation handling and AI monitoring
- **Owner:** HR & Operations

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This template ensures **structured planning, risk mitigation, communication, and smooth adoption** of AI-related changes.