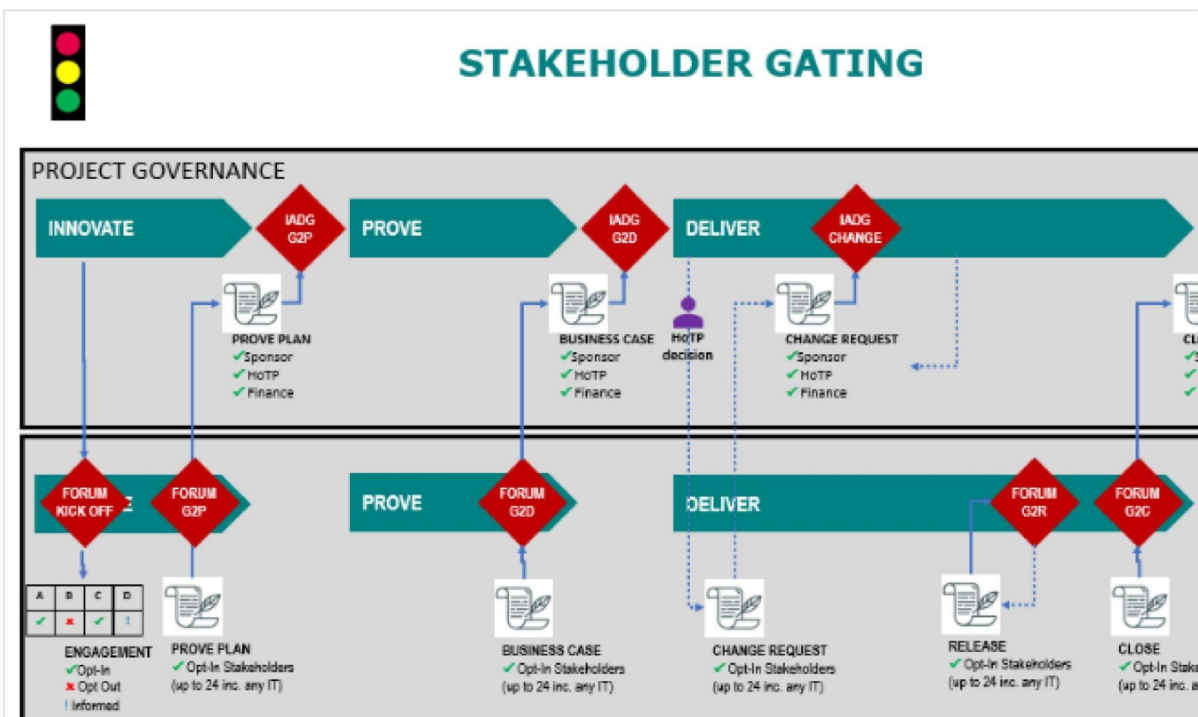# Stakeholder Engagement - Engaging the Business

STAKEHOLDER GATING PROCESS

The Stakeholder Gating process aims to:
- support projects in identifying and engaging with Stakeholders across the POL Business areas and
- protect the Post Office from deploying into the operational environment any changes for which impacted areas are not properly prepared
- in order to guarantee success and protect Post Office and Postmasters from harm or reputational damage.

Any change initiatives are subject to this process if they meet one of the following criteria:
- It is part of a SPO recognised project
- It is not following an established, regular, process

- Failure to implement successfully will have an adverse impact on Postmasters, Customers and/or the reputation of the Post Office.

This process provides contact points for every area that might be impacted.

If you are unfamiliar with this process please contact GatingForum[GRO] for an induction.

Other business changes should go through this process as soon as possible before the release date.

- The first step is to complete a "Project Summary for Gating" form which will outline the project/change plus any releases planned – which is then submitted to the Gating Forum mailbox along with your Prove Plan (or Business case if going straight to Gate to Deliver).
- The Summary will be uploaded to the Stakeholder Gating SharePoint site where Stakeholders provide their responses at each Gate;
  - Engagement (Opt In/Opt Out/Informed),
  - Prove Plan
  - Gate to Deliver,
  - Gate to Release
  - Gate to Close.
- Occasionally, due to changes in dates, scope, finances or benefits, projects generate Project Change Requests. It is at the discretion of the Head of Transformation Portfolio (HoTP) as to whether the project has to then re-submit to the Stakeholders for additional approval.
  - *Generally a change request does not get referred to Stakeholder Gating. It is at the discretion of the HoTP to determine if a PCR is significant enough to merit referral back into the Stakeholder Gating process because the change is significant.*
- For each of those Gates the project must attend the Gating Forum which usually meets on Wednesdays at 10.30am. Projects/BAU areas present their change and Stakeholders provide Go/NoGo responses.

To get a slot on the Agenda, email GatingForum[GRO] by Friday midday BEFORE Gating Forum meeting.

To view the full list of Stakeholders follow this link.

Training

🗋	Name ↑ ⌄	Description	Format ⌄	N
▶	Stakeholder Gating overview for P...	Initial guide for Stakeholder Gating	Video	C
▶	Stakeholder Gating Refresher sess...	Recording of the Stakeholder Gating Refresher session held virtually and in person on 26th September 2023	Video	S

Templates

🗋	Description	Name ⌄	Mandated ⌄	A
📄W	This template outlines the problem or opportunity and the mini-project plan required to prove the business outcome are viable and the assumption correct. It is submitted to seek Approval to Prove and request seed funding	PROVE PLAN.docx ⟳	Yes	S Fi H
📄	Project summary form for Stakeholder Gating.	Project Summary for Gating.url	Yes	N
📄X	PPMO document to support the Project Healthcheck process	Health Check 1st Tier Assurance.xl...	No	N
📄W	Outline the expected benefits to be achieved and costs incurred through the delivery of the project. To guide the project execution and to support portfolio governance.	BUSINESS CASE WATERFALL PRJn...	Yes	S Fi H