

Change Management Roles and Responsibilities Matrix

Role	Primary Responsibilities	Key Activities
Change Sponsor	<ul style="list-style-type: none">• Provide overall direction and support for change initiatives• Champion the change at executive level	<ul style="list-style-type: none">• Define objectives and outcomes• Communicate vision• Secure resources
Change Manager	<ul style="list-style-type: none">• Plan and oversee change implementation• Coordinate stakeholders and processes	<ul style="list-style-type: none">• Develop change plans• Monitor progress• Manage risks
Change Champion	<ul style="list-style-type: none">• Advocate for change within teams• Support team members through the transition	<ul style="list-style-type: none">• Share updates• Provide feedback• Encourage adoption
Project Team	<ul style="list-style-type: none">• Implement change as planned• Provide expertise and support	<ul style="list-style-type: none">• Execute tasks• Document process• Share lessons learned
End Users	<ul style="list-style-type: none">• Adopt and embrace new processes or systems• Give feedback	<ul style="list-style-type: none">• Participate in training• Apply new processes• Report issues