

Program Logic



What is needed to deliver the program?

What will be produced by the program?

What change is required to successfully work in the future state?

What is the future state in action?

What is the result of the new capabilities being in operational?

What are the measurable changes between the current state and the future state?

Inputs refer to all the resources, time, and effort needed to deliver a program. This includes everything from materials and equipment to the workspaces used and the time stakeholders invest in designing and testing outputs.

Outputs are the direct results or products generated by the program. These are tangible deliverables such as an IT system, newly developed business processes, or a constructed building—essentially, the things you can see, touch, or use after the program’s activities are completed.

Change enablers are the activities and supports put in place to help users and customers transition smoothly to a new way of operating. These can include training programs, communication efforts, stakeholder support, and strategies to manage resistance — essentially, the tools and techniques that facilitate the adoption of changes brought about by the program.

Capabilities refer to the new skills, processes, or systems that are operational in the future state. These are the results of the program outputs now being used to generate new value, such as a fully functional IT system or newly implemented business processes.

Outcomes are the effects or impacts observed after the new capabilities are fully implemented. The results can be seen in the short, medium, or long term and are directly attributable to the program’s end state being operational.

Benefits are the measurable improvements or advantages that result from the outcomes of a program. These are the positive changes brought about by the new capabilities, assessed in terms of increased efficiency, cost savings, improved customer satisfaction, or other valuable metrics.

- Examples:
- Time
 - Budget
 - Resources
 - Materials
 - Stakeholder contributions

- Examples:
- Reports and publications
 - Software and ICT systems
 - Buildings and facilities
 - Events
 - Processes and supporting materials
 - Training materials or modules

- Examples:
- Sponsorship
 - Communication
 - Training delivery
 - User support
 - Incentives
 - Feedback mechanisms

- Examples:
- Live business functions, including integrated people, processes and systems
 - Building that is being lived in
 - Supply chain that is integrated
 - Store that is now open

- Short-term examples:
- Increased productivity in ‘xyz’ business function
 - Improved engagement and satisfaction
- Long-term examples:
- Innovation and performance culture
 - Industry/sector leadership

- Examples
- Cost savings from ‘x’ to ‘y’
 - Time savings from ‘x’ to ‘y’
 - Increased customer satisfaction scores from ‘x’ to ‘y’
 - Increased life expectancy from ‘x’ to ‘y’