
Overview

The sub-discipline, Change Management (203) is concerned with the competencies required to manage the introduction of business driven change for IT enabled systems within organisations in a way that will minimise the risks associated with it and best support the adoption of practices that will realise the benefits of change. Change management programmes may take place in response to changes that are desired and planned by an organisation or in response to changes forced upon it as a result of internal and external factors.

Working in the Associate Professional (2033) role will involve:

- **Assisting in identifying requirements for change management of IT enabled systems, under direction (2033.01);** and
- Collating information relating to change management of IT enabled systems, under direction (2033.02).

ESKITP2033.01

Assist in identifying requirements for change management of IT enabled systems, under direction

Performance criteria

You must be able to:

- P1 assist others in the identification of business requirements for a specified change management assignment
- P2 assist others in identifying the information necessary to conduct a change management assignment
- P3 assist others in gathering evidence for any change management proposals and plans that have been developed by others to meet the business requirements
- P4 follow the strategy, policies, plans and standards relating to change management
- P5 correctly use the procedures, tools and techniques for undertaking a change management assignment
- P6 comply with any relevant legislation, regulations and standards relating to change management, in own area of accountability

Knowledge and understanding

You need to know and understand:

- K1 how to identify and select what information needs to be gathered, used and documented for a change management assignment
- K2 how to identify who needs to sign off any change management plans
- K3 how to identify and apply the procedures, tools and techniques relating to change management
- K4 how to operate with reference to organisational strategy, policies and standards, during a change management assignment
- K5 the role and value of change management in improving the business performance of an organisation
- K6 what is meant by change management
- K7 the various stages within the 'cycle of change'
- K8 the implications of any legislation, regulations and standards on change management activities
- K9 the potential implications to an organisation of change management deliverables being incorrect, incomplete and/or inadequate
- K10 the fact that:
 - K10.1 for an organisation to stay healthy, some change is inevitable
 - K10.2 change management may take place as an integral part of wider project or programme activities within an organisation and/or as part of continuous improvement processes
 - K10.3 effective change management is critical to the success of many projects and programmes
- K11 the importance of undertaking a change management assignment in line with organisational strategy, policies, procedures and standards
- K12 the procedures, tools and techniques that can be used to conduct a change management assignment

ESKITP2033.01

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Developed by e-skills UK

Version number 1

Date approved February 2013

Indicative review date December 2015

Validity Current

Status Original

Originating organisation e-skills UK

Original URN ESKITP2033.01

Relevant occupations Information and Communication Technology; Information and Communication Technology Professionals; Information and Communication Technology Officer; IT Service Delivery Occupations; Software Development

Suite IT and Telecoms

Key words Business Change; Business Process