
Overview

This 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).**

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Collate information relating to change management of IT enabled systems, under direction

Performance criteria

- You must be able to:*
- P1 gather and document clearly and accurately information relating to a change management assignment
 - P2 source and collate relevant information about projects and programmes that require change management to be applied in order for them to be effective
 - P3 assist others in documenting options, proposals and plans arising from a specified change management assignment
 - P4 assist others in communicating effectively and in a timely manner with a range of individuals during a change management assignment

Knowledge and understanding

You need to know and understand:

- K1 how to identify which individuals and groups need to be informed about a change management assignment, within own area of accountability
- K2 how to source, gather and collate information relating to:
 - K2.1 the scope and characteristics of a change management assignment
 - K2.2 the business requirements
 - K2.3 projects and programmes that require change management to be applied in order to be effective
- K3 how to record and store change management information:
 - K3.1 relating to the business scope, characteristics and requirements
 - K3.2 from sponsors, stakeholders and other individuals
 - K3.3 from internal and external sources
- K4 how to record and store the internal and external factors that may impact on a change management assignment
- K5 how to operate during a change management assignment with reference to:
 - K5.1 professional and ethical standards
 - K5.2 integrity and confidentiality
- K6 how to comply, during a change management assignment, with:
 - K6.1 all relevant and applicable legislation, regulations and external standards
 - K6.2 all relevant internal policies, approaches and standards
- K7 having a clear mandate and identified sponsor and scope for a change management assignment

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- K8 documenting outcomes from the change management assignment in a clear and understandable manner
- K9 the importance of effective communication, particularly relating to its benefits, in the delivery of change

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