
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 Professional (2034) role will involve:

- Identifying requirements for change management of IT enabled systems (2034.01);
- **Collating change management information for IT enabled systems (2034.02);**
- Assisting in the preparation of change management plans and assignments for IT enabled systems (2034.03); and
- Communicating change management information for IT enabled systems, under direction (2034.04).

**Performance
criteria**

You must be able to:

- P1 gather all information relevant to the organisational structure and culture that may impact on change management assignments for IT enabled systems
- P2 gather and collate qualitative and quantitative evidence to support any options, proposals and plans to address change management requirements, as directed
- P3 document any proposals, plans and benefits associated with change management assignments for IT enabled systems clearly and accurately, as directed
- P4 document, clearly and precisely, the progress of change management implementation, as directed
- P5 document any organisational, process, IT and other technology implications of change management deliverables, clearly and accurately
- P6 verify information used during change management assignments for IT enabled systems

Knowledge and understanding

You need to know and understand:

- K1 how to identify and select relevant change management information gathered through business analysis and other related activities, where appropriate
- K2 how to source, gather and collate information relating to:
 - K2.1 organisational structure and culture that may impact on change management assignments
 - K2.2 any organisational, process, IT and other technology implications of change management deliverables
 - K2.3 how to address change management requirements
- K3 how to gather and record supporting evidence for any proposal and plan to address change management requirements
- K4 how to verify the accuracy, currency, completeness and relevance of information collected, used, produced and documented during change management assignments
- K5 how to record and store:
 - K5.1 proposals and plans relating to addressing change management requirements for IT enabled systems
 - K5.2 the benefits associated with any business change
 - K5.3 decisions made relating to how the business needs may be met by change management
 - K5.4 the progress of change management implementation
 - K5.5 the deliverables from change management assignments in a clear and understandable manner
- K6 the importance during change management assignments of:
 - K6.1 verifying the accuracy, currency, completeness and relevance of information collected, produced, used and documented
 - K6.2 maintaining the integrity and confidentiality of information

ESKISP2034.02

Gather, document and verify change management information

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