
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).

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Assist in the preparation of change management plans and assignments for IT enabled systems

Performance criteria

You must be able to:

- P1 assist others in the design of a change management plan to support business needs
- P2 assist others in the planning, implementation and maintenance of change management assignments for IT enabled systems, under direction

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Knowledge and understanding

You need to know and understand:

- K1 how to take appropriate action to implement change management assignments for IT enabled systems effectively, within own area of accountability
- K2 how to implement and maintain the procedures, tools and techniques:
 - K2.1 for conducting change management assignments for IT enabled systems
 - K2.2 to monitor the alignment of change management assignments with all relevant legislation, regulations and standards
- K3 what are the potential implications:
 - K3.1 to an organisation of change management failures
 - K3.2 of failings of integrity, confidentiality and information security during change management assignments
- K4 the professional and ethical standards relating to change management within an organisation
- K5 why change management assignments for IT enabled systems need to be managed and monitored for:
 - K5.1 effectiveness and quality
 - K5.2 alignment with all relevant and related activities
- K6 the importance of:
 - K6.1 being sensitive to organisational culture and structure and their potential implications during change management assignments
 - K6.2 having a clear change management plan
 - K6.3 using and applying change management information gathered through business analysis and other related activities, where appropriate
 - K6.4 aligning change management plans with any related

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- organisational design/redesign, business process design/redesign and improvement, IT and other technology changes and/or projects and programmes, where appropriate
- K6.5 corrective action being taken in the event of change management deliverables not supporting the business needs
- K7 the need for monitoring the alignment of change management assignments for IT enabled systems:
 - K7.1 with the business needs
 - K7.2 with all relevant legislation, regulations and standards
- K8 the need to monitor change management implementation for IT enabled systems

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