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## 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 select and use the most appropriate communication styles with sponsors, stakeholders and other individuals during change management assignments for IT enabled systems
- P2 assist others in the reporting of change management assignments for IT enabled systems
- P3 assist others in the clear and empathetic communication of the vision and benefits associated with change to a wide range of sponsors, stakeholders and other individuals

## Knowledge and understanding

*You need to know and understand:*

- K1 how to use the most appropriate communication styles relevant to change management with sponsors, stakeholders and other individuals
- K2 how to provide change management information, as appropriate, to individuals involved in a range of related activities
- K3 how to report the progress of change management implementation to relevant individuals
- K4 how to communicate:
  - K4.1 the benefits associated with a change management assignment to individuals that are involved or impacted by it
  - K4.2 proposals and plans for any change management assignment to meet the business requirements, as appropriate, to sponsors, stakeholders and external bodies and individuals
  - K4.3 effectively and in a timely manner with sponsors, stakeholders and external bodies and individuals on specified aspects of a change management assignment
- K5 the fact that for most individuals, change is discomforting and to be avoided
- K6 who are the sponsors and stakeholders for any change management assignment
- K7 the importance, during change management assignments, of:
  - K7.1 applying a range of interpersonal communications skills
  - K7.2 ensuring that sensitive information is not disclosed inappropriately
  - K7.3 communicating in a clear, unambiguous and consistent manner with sponsors, stakeholders, individuals and external bodies

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Communicate change management information for IT enabled systems, under direction

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**Suite** IT and Telecoms

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**Key words** Business Change; Business process