
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 Senior Professional (2035) role will involve:

- **Identifying change management opportunities and options for IT enabled systems (2035.01);**
- Designing and implementing change management plans for IT enabled systems (2035.02); and
- Managing change management programmes for IT enabled systems (2035.03)

**Performance
criteria**

You must be able to:

- P1 identify the internal and external drivers for a change management programme and the associated benefits
- P2 proactively identify and evaluate the range of complex and non-routine business opportunities that require change management support for them to be realised
- P3 identify and select an appropriate range of change management options, proposals and plans that meet business requirements that may incorporate a range of complex and non-routine issues and involve one or more business functions

Knowledge and understanding

You need to know and understand:

- K1 how to identify for a change management programme:
 - K1.1 the associated benefits and issues
 - K1.2 a range of options and supporting evidence
 - K1.3 internal and external drivers
 - K1.4 sponsors and stakeholders
 - K1.5 any organisational, process, IT and other technology implications
- K2 how to identify information relating to:
 - K2.1 organisational structure and culture that may impact on a change management programme
 - K2.2 projects and programmes that require change management to be applied in order to be effective
- K3 how to identify and select the preferred change management proposal and plan to meet the IT and business requirements most effectively
- K4 how to use and apply supporting evidence for any change management proposal and plan to address IT and business requirements
- K5 the issues associated with introducing change into any organisation
- K6 the range and types of change in an organisation that may be assisted by a change management programme for IT enabled systems, such as organisational restructuring, business process design/redesign and system change activities
- K7 why and when an organisation may choose to use change management programmes
- K8 the importance of identifying strategic and complex business issues and opportunities that may require change management to be applied

ESKITP2035.01

Identify change management opportunities and options for IT enabled systems

in order for their benefits to be realised

ESKITP2035.01

Identify change management opportunities and options for IT enabled systems

Developed by e-skills UK

Version number 1

Date approved August 2013

Indicative review date December 2015

Validity Current

Status Original

Originating organisation e-skills UK

Original URN ESKISP2035.01

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