
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 design, implement, document and maintain an appropriate change management plan to support business needs, clearly, accurately and in a timely manner
- P2 apply lessons learned from prior relevant experience and best practice in change management as appropriate to the context and characteristics of the current change management programme
- P3 interpret change management approaches, proposals and plans, applying own judgement to information available, in order to establish which may meet the business requirements most effectively

Knowledge and understanding

You need to know and understand:

- K1 how to identify the approaches that can be taken to a change management programme and their appropriateness for business, IT and other technology contexts
- K2 how to use and apply information:
 - K2.1 gathered through business analysis and other related activities, where appropriate, for any change management programme for IT enabled systems
 - K2.2 relating to organisational structure and culture that may impact on change management programmes
- K3 how to use and apply best practice and lessons learned from prior experience, for any change management programme
- K4 how to record and store the vision and associated benefits, for a change management programme
- K5 how to implement maintain and document a change management plan for IT enabled systems
- K6 how to analyse change management approaches, proposals and plans, in order to establish which may meet the business requirements most effectively
- K7 how to analyse and interpret information relating to any organisational, process, IT and other technology implications of change management plans and proposals
- K8 how to take action and measures to take account of:
 - K8.1 the internal and external drivers for business change
 - K8.2 internal and external factors in any change management programme
- K9 how to take action and measures during any change management programme:
 - K9.1 to integrate, where appropriate, with organisational projects

and programmes

K9.2 to incorporate real life factors and constraints

K10 how to design a change management plan for IT enabled systems

K11 how to develop proposals for change management programmes to meet the business requirements

K12 the organisational objectives driving a change management programme for IT enabled systems

K13 the range of approaches that can be taken to a change management programme in a range of business contexts

K14 the potential implications for organisational design/redesign, business process design/redesign and improvement activities and supporting IT and technology as a result of any change management programme

K15 what are the implications of internal and external factors on a change management programme for IT enabled systems

ESKITP2035.02

Design and implement change management plans 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	ESKITP2035.02
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
