

---

## 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 Lead Professional (2036) role will involve:

- **Identifying strategic change management opportunities and options for IT enabled systems (2036.01);**
- Designing and implementing change management strategy and programmes for IT enabled systems (2036.02);
- Reviewing and managing change management programmes for IT enabled systems (2036.03); and
- Managing relationships during change management programmes for IT enabled systems (2036.04).

## ESKITP2036.01

### Identify strategic change management opportunities and options for IT enabled systems

---

#### Performance criteria

*You must be able to:*

- P1 identify, proactively, the range of strategic, complex and non-routine business opportunities that require the support of change management programmes for them to be realised
- P2 identify the internal and external drivers for change management programmes and the associated benefits, for an organisation
- P3 identify when and how to use external providers of change management services and which providers to use, applying knowledge of the organisational culture

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to identify the range of strategic, complex and non-routine business opportunities that require change management programme support for them to be realised
- K2 how to identify the internal and external drivers for change management programmes and associated benefits, for an organisation
- K3 how to review proposals to use change management programmes to ensure the realisation of strategic business opportunities for an organisation
- K4 how to identify and make decisions on which external providers of change management services to use and when
- K5 what are the implications of organisational culture and structure on change management programmes
- K6 what are the potential implications of change management programmes on all aspects of an organisation's operation

ESKITP2036.01

## Identify strategic change management opportunities and options for IT enabled systems

<b>Developed by</b>	e-skills UK
<b>Version number</b>	1
<b>Date approved</b>	August 2013
<b>Indicative review date</b>	December 2015
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	e-skills UK
<b>Original URN</b>	ESKITP2036.01
<b>Relevant occupations</b>	Information and Communication Technology; Information and Communication Technology Professionals; Information and Communication Technology Officer; IT Service Delivery Occupations; Software Development
<b>Suite</b>	IT and Telecoms
<b>Key words</b>	Business Change; Business Process