
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).

**Performance
criteria**

You must be able to:

- P1 design the vision for change management programmes that will be realised in an clear and understandable manner
- P2 design, develop, implement and maintain effective strategy, policies and standards associated with change management programmes and their alignment with legislation, regulations and standards
- P3 develop and present sound and persuasive proposals to use change management programmes to ensure the realisation of strategic business opportunities for an organisation
- P4 develop and implement appropriate education and training programmes to support change management programmes

Knowledge and understanding

You need to know and understand:

- K1 how to implement and maintain, relating to change management programmes:
 - K1.1 strategy, policies and standards to meet organisational requirements
 - K1.2 strategy and policies to ensure alignment with all relevant legislation, regulations and standards
- K2 how to analyse the range of strategic, complex and non-routine business opportunities that require change management programme support for them to be realised
- K3 how to design, for change management programmes:
 - K3.1 strategy, policies and standards to meet organisational requirements
 - K3.2 strategy and policies to ensure the alignment with all relevant legislation, regulations and standards
 - K3.3 the procedures, tools, and techniques to monitor the alignment with all relevant legislation. regulations and standards
- K4 how to develop change management proposals that will deliver strategic business opportunities for an organisation
- K5 how to develop the vision that will be realised as a result of any change management programme
- K6 how to develop and implement appropriate education and training programmes for the workforce, to support change management programmes

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Design and implement change management strategy and programmes for IT enabled systems

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