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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 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 communicate effectively and persuasively with senior sponsors, stakeholders and external bodies and individuals on the strategic value, role and importance of change management for IT enabled systems
- P2 negotiate, agree and authorise contracts, decisions, actions and approaches that are required by other individuals across the organisation during change management programmes for IT enabled systems

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to communicate and liaise with senior sponsors, stakeholders and external bodies and individuals on the strategic value, role and importance of change management programmes
- K2 how to make decisions and communicate change management approaches, proposals, actions and plans to meet the business requirements
- K3 how to communicate change management strategy, policies, plans, procedures, standards, tools and techniques
- K4 how to communicate contractual arrangements with external providers of change management services
- K5 how to negotiate and agree with sponsors, stakeholders and external bodies and other individuals on how the deliverables of change management programmes can be implemented
- K6 how to negotiate, agree and contract with external providers of change management services
- K7 how to authorise approaches, actions and plans for change management programmes

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## Manage relationships during change management programmes for IT enabled systems

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