



It Change Management



9 - 27 September 2024



Milan (Italy)

# It Change Management

course code: B15020 From: 9 - 27 September 2024 Venue: Milan (Italy) - course Fees: 6750 Euro

## Description:

Our facilitated workshops are designed to bring your knowledge up to date with the very latest Best Practice for IT Change Management, whilst at the same time introduce you to techniques and methods for effectively and efficiently managing a Change Management function.

About the Course

The course is highly interactive and requires all delegates to participate in sharing experiences and challenges in their day to day role.

Who Should Attend

The Workshop is primarily designed for those who work within a Change Management function or those who require to develop a practical expertise in managing change.

The Main goal and content.

IT Change Management is making sure all changes to the IT infrastructure are assessed, approved, implemented and reviewed in a controlled way. To do so, there are several steps you have to follow.

## These include:

- Formal request for change
- Review changes
- Approving changes
- Creation of a detailed project plan
- Review and refinement of the plan by a team of stakeholders
- Plan implementation
- Testing
- Results assessment and reporting
- Introduction to Service Management
- Introduction to Change Management
- Impact, Urgency and Priority
- Categorizing the Risk
- Resource Assessment
- Change Evaluation
- Change process (continued)
- Key Performance Indicators and Metrics
- Analysis of Change
- Change Management activities in Service Operation Teams
- Project Management and Change Management
- Continual Service Improvement and Organisational Change



