Course Overview

Ever feel like change management ties your hands? In this workshop, you will learn about the purpose and objectives of change management, the supporting processes, and other key concepts, like classification, risk analysis, forward scheduling, service availability projections, standard change models, and the postimplementation review.

This high-energy workshop is filled with practical guidance, tools and templates, quick wins, and tips for successfully implementing ITIL® best practices for change management.

What You Will Learn

- The purpose/goal/objective of change management
- The value change management brings to a business or organization
- Key concepts such as classification, risk analysis, forward scheduling, service availability projections, standard change models, change management and project management collaboration, and the post-implementation review
- Key roles and responsibilities
- Critical success factors and key performance indicators for change management
- Methods for assessing the maturity of your current change management process
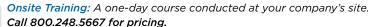- Develop a draft change management policy

Who Should Attend

— Managers, process owners, practitioners, and stakeholders who need to gain a thorough understanding of how to deploy and/or assess and improve the change management process in their organizations

Course Prices PDU 6

Public Classroom Training: Interactive one-day course among peers.
Member Price: $645 / Price: $695

Virtual Classroom Training: One day of live, instructor-led training delivered over the Internet.
Member Price: $645 / Price: $695

Onsite Training: A one-day course conducted at your company's site.
Call 800.248.5667 for pricing.

Register

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Unit 1: A Brief Overview of ITIL v2 and v3
- Key Differences between v2 and v3 (Process vs. Service Lifecycle Approach)
- Mapping v2 to v3
- How to Decide if v2 or v3 is Right for You

Unit 2: Why Bother with Change Management?
- The Goal of Change Management
- The Cost of Downtime
- Business Benefits of Change Management
- The Culture of Change Management

Unit 3: Assessing the Maturity of Your Organization's Change Management Process
- What Is a Vision Statement and Why Is It Important?
- The Role of Assessment in the ITIL Continual Improvement Plan
- Assessment Considerations

Unit 4: Change Management In-Depth
- Value to the Business
- Key Terms and Definitions
- Key Roles and Responsibilities
- Cab Meetings
- Defining the Scope of Change Management in Your Organization

Unit 5: The Change Management Process Flow
- Change Management Process Activities
- Fields to Consider in Your Change Management System
- Change Models and Standard Changes
- RFC Planning and Approval
- Estimating Impact and Resources
- Handling Urgent Changes
- The Post-implementation Review
- Change Management's Relationship with Other Processes and with Project Management
- Potential Problems, Challenges, and Costs

Unit 6: Measuring Change Management
- Critical Success Factors for Change Management
- Key Performance Indicators for Change Management
- Tools, Automation, and Integration

Unit 7: Developing Your Road Map
- Where Do We Start?
- A Sample Vision Statement
- Start Building Your Road Map

This course is delivered in partnership with Propoint Solutions.

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