ITIL® in Action: Mastering Change Management

Duration: 3 Days   Course Code: GK5883

Overview:

Learn the concepts, principles, activities, and techniques to manage a high-volume of change in a predictable, repeatable way.
In this course, you will be immersed in the various concepts, techniques, and activities associated with conducting an establishing and managing a high volume of change in a modern-day IT environment. This course focuses on defining different aspects of change management in an IT environment using a real-world case study about an organization experiencing changes that are common to IT organization. This course blends aspects of ITIL and Six Sigma to describes how to set a realistic scope for a change management process, how to define and use standard changes, how to conduct a change advisory board for normal changes, and how to effectively manage and minimize emergency changes. Through a collection of several real-world exercises you'll learn how to manage different aspects of change in an IT organization.

The main focus areas of this course include:
Determine the scope of the change management process
Identify and categorize standard, normal, and emergency changes
Define effective measurements for a change management process
Understand and use SIPOC to define a process and standard changes
Understand and use Extended SIPOC to define standard changes
Define common installs, moves, adds, changes, and disposals as standard changes using SIPOC
Define and manage a normal change
Convert a normal change to a standard change
Manage an emergency change
Create a change management action plan

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Target Audience:

- CIOs, CTOs, managers, directors, supervisory staff, IT auditors, service management professionals, process designers, those involved in process improvement activities, and team leaders
- Service designers, IT architects, planners, consultants, and security managers
- Any other IT operations, technical, or IT management personnel requiring more information about how to manage change in an IT organization
- Anyone responsible for managing, implementing, or consulting on ITIL processes within IT or in conjunction with IT
- Change management personnel

Objectives:

■ How the best practice describes the scope of a change management process

■ What is meant by standard, normal, and emergency changes

■ How to define success for and effectively measure aspects of a change management process

■ How to use SIPOC and Extended SIPOC

■ How to define common installs, moves, adds, changes, and disposals as change activities

■ How to manage a normal change

■ How to convert a normal change to a standard change

■ How to manage an emergency change per ITIL best practices

■ How to create an action plan for your change management process

Prerequisites:

■ ITIL Foundation certification (v3 or newer)
■ Two years of relevant work experience
■ To prepare for the class, we recommend that you review the ITIL 2011 publication Service Transition (2011 Edition, ISBN

978-0113313068)

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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