PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Change Management Workshop	**Course Duration**: 2.0 Days
Exam: Not Included	**Exam Type**: No Exam
Qualification: A Certificate Of Attendance will be sent to you via email after you have completed the training course	

Course Syllabus

Our IT Change Management Workshop will cover the following topics:

- Introduction To Service Management
- Introduction To Change Management
- Impact, Urgency & Priority
- Categorising The Risk
- Resource Assessment
- Change Evaluation
- Exercises Throughout The Day
- Change Process (Continued)
- Key Performance Indicators & Metrics
- Analysis Of Change
- Change Management Activities In Service Operation Teams
- Project Management & Change Management
- Continual Service Improvement & Organisational Change
- Exercises Throughout The Day

Course Overview

Change Management is one of the key processes within any organisation. If you do not manage change effectively you have chaos, and chaos leads to incidents and problems.

Poorly managed and failed change can also result in re-work, overtime, disgruntled staff, financial penalties, dissatisfied and lost customers.

Our two-day IT Change Management Workshop covers all aspects of Change Management, from how it is implemented through to how it can be improved. It has a practical aspect to embed best practice in terms of methods and techniques for Change Management.

Course Learning Outcomes

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

Audience

Our IT Change Management 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.

Entry-Level Requirements

There are no formal entry-levels for our IT Change Management Workshop.

Recommended Reading

There is no recommended reading associated with our IT Change Management Workshop.

What's Included

Our IT Change Management Workshop includes the following:

- IT Change Management Workshop Course Manual
- Exercises
- Hand-Outs

Exam Information

There is no formal examination or certificate associated with our IT Change Management Workshop.

What's Next

Our three-day Change Management Foundation training course will help you to learn the core change management roles, methods, frameworks, and strategies used to deliver successful change initiatives.

Our Change Management Foundation Foundation training course will provide you with the opportunity to explore approaches to managing change.

Additional Information

Our IT Change Management Workshop will help you to develop practical Change Management skills that you can use throughout your professional career.