PURPLE GRIFFON
The IT Service Management Training & Consultancy Specialists

Course Title: IT Change Management Masterclass	**Course Duration**: 1.0 Day
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 Masterclass will cover the following topics:

- How to get started with Change Management
- Understanding the customer and user attitude towards change
- The importance of an effective Change Management process
- The importance of the Service Desk in Change Management
- The Change Management process down to activity level
- Types of change
- Change Models
- Process interfaces and interdependencies
- Techniques and methods we can use effectively
- The Change schedule
- Emergency change
- Roles and responsibilities and the CAB
- The technology that underpins and supports the process
- The importance of Metrics, KPIs and Reporting
- The importance of Change Evaluation
- How to communicate change
- An implementation roadmap
- Ongoing continual service improvement
- Current and future challenges

Course Overview

Are you really managing IT change within your organisation or are you simply doing the admin?

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 one-day IT Change Management Masterclass will teach you the basics of Change Management and equip you with the skills, knowledge and techniques to make you a truly formidable Change Manager.

Course Learning Outcomes

By the end of this masterclass, participants will be equipped with a comprehensive understanding of IT Change Management principles, processes, and best practices, enabling them to effectively manage and oversee changes in the IT environment while minimising risks and disruptions to services.

Audience

Our IT Change Management Masterclass is aimed at those currently working or about to work within a Change Management process area - whether at a technical, operational, supervisory or managerial level.

Our IT Change Management Masterclass may also be of interest to Project Managers, Business Managers and Business Process Owners.

Entry-Level Requirements

There are no formal entry-level requirements for our IT Change Management Masterclass.

Recommended Reading

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

What's Included

Our IT Change Management Masterclass includes digital course manuals and hand-outs.

Exam Information

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

What's Next

Our three-day ITIL® 4 Foundation training course is the starting point in your ITIL® 4 certification journey and is the prerequisite for the ITIL® 4 Managing Professional (MP) and ITIL® 4 Strategic Leader (SL) training courses.

Our ITIL® 4 Foundation training course is for anyone who needs to understand the key concepts of IT and digital service delivery, and who is interested in helping their organisation embrace the new service management culture.

Additional Information

Our IT Change Management Masterclass is flexible for different levels of expertise, from novice practitioners up to experienced specialists.