

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Deliver the change management services	
2. Code	ITSWOS405A	
3. Range	Verify, log, track, report and communicate the Request for Change (RFC) schedule and implementation status in the context of performing change management service request in an organisation or for a client [Operations and Support – Change Management Services]	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Have basic knowledge in IT related to change management process</p> <p>6.2 Have knowledge related to a change management process</p> <p>6.3 Verify, filter, log, track, report and communicate on the RFC</p> <p>6.4 Provide assistance in the RFC assessment, scheduling, approval and communications with concerned parties</p> <p>6.5 Review the RFC log, make suggestion and document for improvement</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify the type of a change request ▪ identify the components required in a change request <p>Be able to</p> <ul style="list-style-type: none"> ▪ execute change management process for implementing change request ▪ identify the stakeholders involved in a change request <p>Be able to</p> <ul style="list-style-type: none"> ▪ verify and assess the RFC to ensure that it contains the required information, e.g., change description, business and system impact analysis, risk analysis or back-out procedures ▪ filter and prioritize the RFC according to its nature ▪ log the RFC and submit to Change Advisory Board (CAB) for approval if necessary ▪ track for approved RFC scope and schedule of RFC implementation ▪ track, communicate and review on the RFC implementation progress, result and sign-off <p>Be able to</p> <ul style="list-style-type: none"> ▪ provide support on the RFC scheduling ▪ provide support on the RFC assessment and approval ▪ provide support on coordinating and communicating with concerned parties in change management process <p>Be able to</p> <ul style="list-style-type: none"> ▪ collect feedback from users, change requestors and other concerned parties that are crucial to the successful execution of a change management process ▪ make suggestion to improve the change management policies and process

	6.6 Verify, log, track, report and communicate the Request for Change (RFC) schedule and implementation status	Be able to verify, log, track, report and communicate the RFC schedule and implementation status with the end users and relevant stakeholders based on the organization's change management policies and procedures while observing local and international laws as well as regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) communicate and coordinate with the concerned parties in the change management process; (ii) comprehend, assess, filter and submit the RFC for approval; (iii) track, communicate and review the RFC implementation; and (iv) learn from the execution of RFC processes and make suggestion for improvement.	
Remark	This UoCs comprises the Change Administrator competency requirement as stipulated in the change management process of ITIL®.	