

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

1. Title	Maintain a change schedule
2. Code	ITSWOS503A
3. Range	Maintain, update and administer a change schedule in the context of performing change management service request for an organisation [Operations and Support – Change Management Services]
4. Level	5
5. Credit	2
6. Competency	<p><u>Performance Requirement</u></p> <p>6.1 Have basic knowledge in IT related to change management process Be able to</p> <ul style="list-style-type: none"> <li>▪ identify the type of a change request</li> <li>▪ identify the components required in a change request</li> </ul> <p>6.2 Have knowledge related to a change management process Be able to</p> <ul style="list-style-type: none"> <li>▪ plan the execution of the change including the schedule and detailed steps involved in the change</li> <li>▪ identify the stakeholders involved in a change request</li> </ul> <p>6.3 Plan and schedule changes approved by Change Advisory Board (CAB) Be able to</p> <ul style="list-style-type: none"> <li>▪ plan the change schedule according to the business and IT system, service and project requirements</li> <li>▪ schedule the CAB approved RFC into the change schedule</li> <li>▪ ensure the scheduled change outage are within the service level requirement</li> <li>▪ update and communicate the change schedule to the concerned parties</li> </ul> <p>6.4 Own and act for guardianship of the change schedule for the organization Be able to</p> <ul style="list-style-type: none"> <li>▪ own</li> <li>▪ act for the guardianship</li> <li>▪ be accountable for the change schedule in satisfying the business and IT service requirement</li> </ul> <p>6.5 Maintain and administer a change schedule Be able to maintain and administer a change schedule in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements where applicable</p>
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) plan and schedule approved changes; and (ii) ensure the change schedule satisfies the business and IT service requirement.
Remark	This UoCs comprises the Change Planner competency requirement as stipulated in the change management process of ITIL®