

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

1. Title	Manage the day-to-day operation of a change management process	
2. Code	ITSWOS504A	
3. Range	Manage the day-to-day operation of a change management process in the context of performing change management service request in an organisation or for a client [Operations and Support – Change Management Services]	
4. Level	5	
5. Credit	2	
6. Competency		<p style="text-align: center;"><u>Performance Requirement</u></p> <p>6.1 Have knowledge related to a change management process</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> ▪ plan and manage change management processes including their schedules and detailed steps involved in a change request ▪ identify the stakeholders involved in a change request <p>6.2 Know the structure, roles and responsibilities of Change Advisory Board (CAB)</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> ▪ understand the structure of a CAB to set up one ▪ understand the roles and responsibilities of a CAB for convening its meetings ▪ convene, chair and run CAB meetings <p>6.3 Design, implement, enforce, monitor, control and review the change management policy, guideline and procedure</p> <p style="padding-left: 20px;">Be able to design, implement, enforce, monitor, control and review the change management policy, guideline and procedure according to the IT service delivery strategy and plan in the organization</p> <p>6.4 Monitor, filter, control and communicate the RFC submission, approval, implementation and review process</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> ▪ monitor and control the day-to-day RFC submission, approval, implementation and review process ▪ filter and reject the non-compliant RFC ▪ filter and approve the minor impact RFC ▪ filter and recommend to CAB ▪ communicate to the concerned parties on the RFC and its implication <p>6.5 Convene, chair and run CAB meetings</p> <p style="padding-left: 20px;">Be able to</p> <ul style="list-style-type: none"> ▪ set up the CAB which comprises the relevant key stakeholders or their representations from business and IT organization to jointly evaluate and approve the submitted RFC with major impact ▪ chair, convene and run CAB meetings regularly for approving the submitted RFC

	6.6 Manage the day-to-day operation of a change management process professionally	Be able to manage the day-to-day operation of a change management process in accordance with organization's guidelines as well as any (local and international) laws and regulatory requirements where applicable
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) design, implement, enforce, monitor, control and review the change management policy, guideline and procedure; (ii) monitor, filter, control and communicate the RFC submission, approval, implementation and review process; and (iii) convene, chair and run the CAB.	
Remark	This UoCs comprises the Change Manager competency requirement as stipulated in the change management process of ITIL®.	