

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

1. Title	Establish and maintain the change management process	
2. Code	ITSWOS525A	
3. Range	Design, establish, develop and review the 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>6.1 Have general business knowledge of the serving industry</p> <p>6.2 Have comprehensive knowledge in IT and its role in the business process of the serving industry</p> <p>6.3 Keep abreast of the new service delivery plans and on-going development in IT operations</p> <p>6.4 Plan, design, set up and implement changes to the change management process</p> <p>6.5 Liaise and review with the other IT functions and processes</p> <p>6.6 Establish the change management process in a professional manner</p>	<p><u>Performance Requirement</u> Be able to understand and communicate any impact of change management processes on the business of the organisation</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ comprehend the new service delivery plans across the IT organisation and the on-going development in IT operations</li> <li>▪ integrate them into the organisation's change management process as part of the integral service delivery</li> </ul> <p>Be able to plan, design, set up and implement changes to the resources, work methods, tools, knowledge base and processes of the change management process to satisfy the service level requirements</p> <p>Be able to</p> <ul style="list-style-type: none"> <li>▪ liaise with the other IT function or process owners on an agreed change management process service requirement</li> <li>▪ review the support parties' feedback, the performance report of change management process and devise plan for improvement</li> <li>▪ upkeep or improve system availability and change success rate</li> </ul> <p>Be able to design, establish, develop and review the change management process of an organisation</p> <ul style="list-style-type: none"> <li>▪ based on industry best practices and standards as well as local and international standards, and</li> <li>▪ in compliance with the organisation's guidelines as well as any (local and international) laws and regulatory requirements, if applicable</li> </ul>

7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) establish change management processes for servicing change requests in an organisation; (ii) upkeep or improve the medium and long term performance of change management process to the service level requirement level; and (iii) upkeep or improve system availability and change success rate.
Remark	This UoCs comprises the change management process owner for the change management process function of ITIL®.