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

1. Title	Manage the emergency change request	
2. Code	ITSWOS605A	
3. Range	Manage the emergency change request in the context of performing change management service request in an organisation or for a client [Operations and Support – Change Management Services]	
4. Level	6	
5. Credit	2	
6. Competency		Performance Requirement
	6.1 Know the structure and responsibilities of the Emergency Change Advisory Board (ECAB)	Be able to ▪ understand the roles and responsibilities of the Emergency CAB for convening its meetings ▪ convene, chair and run the ECAB
	6.2 Know IT and its applications	Be able to determine whether a emergency change request should be submitted to ECAB
	6.3 Log and filter the submitted emergency change request	Be able to log, filter and decide whether to reject or recommend the submitted emergency change request to ECAB for approval
	6.4 Convene, chair and run the ECAB on the emergency change request	Be able to ▪ make recommendation about the emergency change request to ECAB ▪ convene, chair and run the ECAB ▪ lead the ECAB to decide whether to accept or reject a submitted emergency change request
	6.5 Monitor and review the implementation of the approved emergency change request	Be able to ▪ monitor the implementation of the approved emergency change request to ensure the request can be performed within the level agreed on the service level agreement ▪ review the implementation of the approved emergency change request for future improvements

	6.6 Manage the emergency change request professionally	Be able to ▪ manage any emergency change request in accordance with organization's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable ▪ effectively communicate with stakeholders for their support of performing the emergency change request
7. Assessment Criteria	The integrated outcome requirements of this UoCs are the abilities to: (i) properly handle the emergency change request; (ii) effectively communicate with stakeholders for their support of performing the emergency change request; and (iii) effectively monitor and critically review the implementation of the approved emergency change request for future improvements.	
Remark	This UoCs comprises the Emergency Change Manager competency requirement as stipulated in the change management process of ITIL®.	