



Kenel Academy

Unleashing Potential...Transforming Careers

TECHNOLOGY CHANGE MANAGEMENT

Training Course

2024

www.kenelacademy.com

Managing IT/Technology Change Enablement Course

Duration: 1-2 Days

Location Options: Onsite or Offsite

Certification: Certificate of Attendance & Achievement upon Completion

Course Overview

In today's rapidly evolving technological landscape, the ability to manage IT and technology changes effectively is critical to maintaining service quality, minimizing disruptions, and aligning with business goals. Managing IT/Technology Change Enablement is a comprehensive 1-2 day training course designed to equip your team with the skills and techniques needed to handle change initiatives seamlessly. This course is suitable for IT professionals, change managers, project leaders, and any team members involved in the planning, implementation, or oversight of change processes within your organization.

Through a structured curriculum that combines real-world examples, hands-on activities, and interactive discussions, participants will gain practical expertise in managing the complete change lifecycle—from initial request to post-implementation review. Delegates will receive a Certificate of Attendance & Achievement upon completion, demonstrating their commitment to excellence in Change Enablement.

Course Syllabus

Module 1: Introduction to IT/Technology Change Enablement

- **What is Change?:** An overview of change in IT and technology and its impact on organizations and services.
- **What is Change Enablement?:** Understanding the shift from traditional change management to proactive enablement for seamless integration.
- **Difference Between Change Management and Change Enablement:** Exploring reactive vs. proactive approaches and managing versus enabling change.
- **The Purpose of Change Enablement:** Aligning IT changes with business objectives and enhancing service reliability.
- **Activity:** Group Discussion on real-world change management failures and successes.

Module 2: Types of IT Changes and the 7 R's of Change

- **Types of Changes:** Standard, Normal, and Emergency changes.
- **The Request for Change (RFC):** How to document and submit a change request.
- **The 7 R's of Change Management:** Raised, Reason, Return, Risks, Resources, Responsibility, Relationship.
- **Activity:** Workshop to create an RFC for a fictional IT infrastructure change.

Module 3: The Change Life Cycle

- **Change Registration:** Documenting change requests and identifying stakeholders.
- **Change Assessment:** Evaluating risks and the feasibility of changes.
- **Change Authorization:** Role of the Change Authority in approvals.
- **Change Planning:** Developing a detailed plan and coordinating resources.
- **Change Realization and Control:** Monitoring real-time implementation and managing deviations.
- **Change Review and Closure:** Post-implementation review and ensuring expected outcomes.
- **Activity:** Simulation following a change lifecycle from registration to closure.

Module 4: Change Control and Implementation Strategies

- **Managing Change Control:** Following protocols, using dashboards for tracking.
- **Change Implementation:** Managing the phase with minimal disruption, handling change windows.
- **Effective Change Communication:** Tailoring messages for stakeholders and technical teams.
- **Activity:** Case Study to develop a communication plan for a high-impact change.

Module 5: Risk Assessment and Impact Analysis in Change Management

- **Assessing Change Risks:** Identifying risks, using risk matrices, and developing mitigation strategies.
- **Change Impact Analysis:** Evaluating impacts on IT services, infrastructure, and users.
- **Activity:** Workshop on assessing risks and impacts of a proposed system update.

Module 6: The Change Enablement Ecosystem

- **Benefits of Change Enablement:** Improved service quality, agility, and user satisfaction.
- **Key Success Factors:** Engaging stakeholders and implementing best practices.
- **The Change Manager Role:** Responsibilities, skills, and team coordination.
- **The Role of the Change Authority:** Decision-making processes and best practices for approvals.
- **Activity:** Group Discussion on the roles of Change Manager and Change Authority.

Module 7: Continuous Improvement and Closing the Loop

- **Post-Implementation Review (PIR):** Conducting PIRs and capturing lessons learned.
- **Continuous Improvement in Change Enablement:** Using feedback to refine processes and encourage agility.
- **Wrap-Up and Q&A:** Key takeaways and addressing specific challenges.

Course Benefits

This intensive course delivers numerous benefits for organizations and participants:

- **Enhanced Service Quality and Business Alignment:** Participants learn how to align IT changes with strategic objectives, resulting in a more streamlined, business-aligned approach to managing change.
- **Reduced Downtime and Increased Efficiency:** Techniques to minimize disruption and improve response times enable smoother transitions, leading to fewer service interruptions.
- **Improved Risk Management and Impact Analysis:** Learn to assess and manage risks effectively, reducing potential negative impacts and ensuring the organization is prepared for change.
- **Stronger Stakeholder Engagement:** Participants will understand the importance of stakeholder involvement, effective communication, and feedback loops for successful change initiatives.
- **Fostering a Culture of Continuous Improvement:** This course emphasizes a proactive, iterative approach to Change Enablement, helping organizations stay agile and adaptable in an ever-changing business environment.

Participants who complete the course will receive a **Certificate of Attendance & Achievement**, signifying their dedication to excellence in Change Enablement and their readiness to contribute to the organization's success.

Flexible Delivery Options

Our course can be delivered **onsite at your organization** for convenience or **offsite** at a location that provides a dedicated learning environment. With flexible delivery options, we ensure that your team can benefit from this training in the setting that best suits your needs.

Contact Us Today to Schedule Your Change Enablement Training!

Empower your team to manage IT and technology changes with confidence and expertise. Reach out to learn more about how this course can help your organization achieve its goals, reduce risk, and optimize service quality.

Contact the training and sales team at : info@kenelacademy.com