

Syllabus and Qualification Framework

This qualification covers the Service Management discipline of Change Management as described in the IT Infrastructure Library (ITIL) Service Support book. The qualification also covers ITIL Service Management principles in general, and the interdependencies between these and Change Management.

1. LEARNING OBJECTIVES

Holders of the ISEB Practitioner Certificate in IT Service Management: Change Management will be able to demonstrate their competence in, and ability to:

- Plan for the implementation of Change Management
- Prioritise and assess the impact, cost, benefit and risk of proposed changes
- Organise the Request For Change (RFC) authorisation process
- Prepare for and manage the Change Advisory Board (CAB) meetings
- Manage changes through their lifecycle
- Produce and manage the Forward Schedule of Change (FSC)
- Define and agree change models and standard changes
- Oversee building, testing and implementation of authorised changes
- Co-ordinate the back-out of failed changes
- Be aware of the support tools and techniques available for the implementation of Change Management and be able to indicate how improvements can be made
- Prepare Change Management reports for distribution throughout the organisation and monitor and report on the major metrics of the Change process
- Understand the interdependencies between Change Management and other IT and Service Management processes

2. SYLLABUS

I. Planning

The planning and implementation of the Change process

On completion of the course the candidate should be able to:

- understand the planning activities involved in implementation of Change Management and management of the change lifecycle
- understand the potential costs, benefits and problems associated with the implementation of Change Management
- know the objectives and scope of Change Management
- demonstrate an awareness of the support tools and techniques for Change Management

II. Prioritisation and Assessment

The checking, classifying and assessment of Requests for Change (RFCs)

On completion of the course the candidate should be able to

- Prioritise RFCs based on business impact and urgency
- Assess the cost, benefit and risk of the proposed change
- Recognise when to utilise the emergency process

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Specialising in 'Change Management'.**

- Define and agree which changes can be handled through the use of standard changes and change models
- Categorise the RFC for authorisation
- Develop a business justification for proposed changes in association with the change initiator

III. RFC Authorisation

Organising the RFC authorisation process and manage meetings of the CAB and CAB/EC

On completion of the course the candidate should be able to:

- Schedule, arrange and prepare the agenda for regular CAB meetings
- Ensure the correct membership of the CAB based on the RFCs to be considered
- Ensure full and relevant information is made available to the CAB members
- Arrange CAB/EC and CAB/EC meetings as required
- Report on minor changes and authorised independently of the CAB
- Report on major changes passed to Senior Management
- Report on the use of standard change models
- Plan and schedule authorised changes
- Produce and manage the Forward Schedule of Change (FSC)
- Liaise with initiators of rejected changes

IV. Building, Testing and Implementation

Oversee the building and testing of changes, and their subsequent implementation

On completion of the course the candidate should be able to:

- Ensure that authorised changes are properly built
- Ensure that authorised changes are independently tested
- Ensure that authorised changes have back-out plans
- Co-ordinate the implementation of changes, liaising with Release Management as appropriate
- Co-ordinate the back-out of failed changes

V. Monitor and Report on Change Management

Monitor and report on the metrics of Change Management, and review the effectiveness of the process.

On completion of the course the candidate should be able to:

- conduct change reviews
- identify and report on the metrics of the change process
- understand the significance and implications of the various metrics
- understand the need for and methods of auditing process compliance
- review Change Management processes identifying areas of weakness, instigating resolutions and recommending proactive improvements

VI. Interfaces and Dependencies

The appreciation and understanding of the scope of the Change Management process together with the interfaces and dependencies of the other Service Management processes.

The candidate is able to:

- identify and understand the interfaces that Change Management has with the other Service Management processes
- define and document the dependencies of the other Service Management processes on Change Management processes and information
- define and document the dependencies of Change Management on the other Service Management processes and information
- implement procedures that facilitate the interfacing and dependence of Change Management with all other Service Management processes

Recommended minimum number of hours training in the above syllabus: 18 hours

3. EXAMINATION FORMAT

The Practitioner examination is a two-hour “closed book”, multiple choice paper. The majority of the forty questions will be based on a Case Study.

Normally, the examination will be held on-site at the conclusion of the course. However, ISEB will normally also arrange four central examinations per year in March, June, September and December; please contact the ISEB for further details.

4. PREPARING FOR EXAMINATIONS

To be entered for the Practitioner’s examination leading to the certificate, the candidate must fulfil three requirements:

- Attend an accredited training course and complete the in-course assignment
- Demonstrate at least one year’s experience in the Problem Management process
- Hold the Foundation Certificate in IT Service Management

Candidates taking the examination immediately following a course will be entered for the examination by the course provider. Those wishing to take the central examination should register direct with the ISEB, from whom the entry form can be obtained.

In order to offer training leading to the Practitioner’s Certificate, course providers must first be accredited by the ISEB. A list of accredited training providers is available on the ISEB web site or from the Examination Officer at the ISEB. The training may be offered in a variety of formats, but is most commonly available as a three-day course.

Please ensure that you check our web site www.bcs.org.uk/iseb/conskills for the up to date list of accredited training providers.

5. SUMMARY OF EXAMINATION FEES

For candidates who have attended accredited training and who are entering for the first time, fees will be paid by the course provider. In all other cases, the fees will be charged to the individual prior to the examination date. A schedule of fees is available on the ISEB web site.

6. EXAMINATION DATES

Full details and information on examinations dates can be found on the ISEB web site or can be obtained from the Examinations Officer at the ISEB.

7. CONTACT INFORMATION

For further information on this qualification, please contact the ISEB Examinations Officer, telephone 01793 417 419 or at the postal address below.

For all general advice and guidance about ISEB examinations, please refer to www.iseb.org.uk where background information on ISEB is available together with details of all other awards on offer. If the information you require is not covered on the web pages, then please contact the ISEB Examinations Office on iseb@hq.bcs.org.uk or telephone 01793 417417.

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