MERCURY

IT Change Management Training Course

14 – 18 March 2027
Manama (Bahrain)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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Ref: 15692_320990 **Date:** 14 – 18 March 2027 **Location:** Manama (Bahrain) **Fees:** 5500 Euro

Introduction to IT Change Management:

In today's rapidly evolving technological landscape, effective IT Change Management is crucial for organizations seeking to stay competitive and resilient. What is IT Change Management, you may ask? It refers to the structured approach to ensure that changes are thoroughly and smoothly implemented and that lasting benefits of change are achieved.

This IT Change Management training course is designed to equip professionals with the knowledge and skills to manage and implement changes within IT environments successfully. By exploring the IT Change Management process and its importance, attendees will delve into the principles and best practices that underpin successful transformations.

Participants will learn how to assess the impact of changes, develop strategic plans, and ensure smooth transitions while maintaining the integrity and performance of IT systems. Through real-world examples, practical exercises, and interactive discussions, this course provides an understanding of IT Change Management, preparing attendees to lead change initiatives that drive organizational success.

Before we delve into the details, let's define IT Change Management. IT Change Management is the systematic approach to managing all changes made to a system, ensuring that no unnecessary changes are made, all changes are documented, every change is designed and tested, and that resources are used efficiently.

Participants in this IT Change Management training interested in formalizing their expertise can opt for IT Change Management certification to validate their skills. Often provide insights into preparing for various certifications, enhancing career opportunities, and establishing credibility in the field.

Targeted Groups:

- IT Managers and Supervisors.
- Project Managers.
- Change Management Professionals.
- IT Support and Operations Teams.
- System Administrators.
- Business Analysts.
- IT Consulting.
- Network and Infrastructure Engineers.
- Quality Assurance Teams.
- Organizational Leaders and Decision-Makers.

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Course Objectives:

By the end of this IT Change Management course, participants will:

- Understand the core principles and framework of IT Change Management and why IT Change Management is important.
- Develop effective change management strategies and plans using IT Change Management best practices.
- Assess and mitigate risks associated with IT changes, integrating IT Change Management controls.
- Communicate changes to stakeholders and manage IT Change Management roles and responsibilities.
- Integrate change management with IT service management processes.
- Evaluate the impact of changes on IT systems and business operations.
- Implement best practices for change documentation and compliance.
- Enhance skills in managing and leading change initiatives using various IT Change Management models.
- Apply continuous improvement and feedback techniques in the IT Change Management process steps.

Targeted Competencies:

At the end of this IT Change Management training, participants competencies will:

- Change Planning and Strategy Development.
- Risk Assessment and Mitigation.
- Stakeholder Communication and Engagement.
- Process Documentation and Compliance.
- IT Service Management ITSM Best Practices.
- Incident and Problem Management Integration.
- Impact Analysis and Decision-Making.
- Continuous Improvement and Feedback Loops.
- Leadership and Team Coordination.
- Adaptability and Resilience in Change Execution.
- IT Change Management Methodology and Tools.

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Course Content:

Unit 1: Introduction to IT Change Management Principles:

- Overview of IT Change Management principles.
- Importance of managing change effectively in IT environments.
- Key terminology and concepts in change management.
- The role of IT Change Management in organizational success.
- Understanding the IT Change Management lifecycle.
- Types of changes and their impacts.

Unit 2: Planning and Strategy for IT Change:

- Developing a change management strategy, incorporating IT Change Management methodology.
- Identifying and assessing change requirements.
- Creating a change management plan and roadmap, including an IT Change Management Plan.
- Defining objectives and success criteria for change.
- Allocating resources and assigning responsibilities.
- Establishing timelines and milestones.

Unit 3: Assessing IT Change Management Risks:

- Identifying potential risks associated with IT changes.
- Conducting risk assessments and impact analyses.
- Developing risk mitigation and contingency plans.
- Implementing risk management strategies.
- Monitoring and managing risks throughout the change process.
- Ensuring compliance with risk management standards, including IT Change Management best practices.

Unit 4: Effective Communication and Engagement in IT Change Management:

- Crafting effective communication strategies for change.
- Identifying and analyzing key stakeholders.
- Engaging stakeholders and managing expectations.
- Developing communication plans and channels.
- Providing updates and gathering feedback.
- Handling resistance and addressing concerns.

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Unit 5: Implementation and Continuous Improvement in IT Change Management:

- Executing change management plans and processes and exploring IT Change Management solutions.
- Monitoring and evaluating change implementation.
- Managing issues and resolving problems during implementation.
- Measuring the success of changes and assessing outcomes.
- Applying lessons learned and best practices.
- Continuously improving change management processes and practices, with an emphasis on IT Change Management systems and IT Change Management software tools.