

ITIL® Change Analyst (ICA)

Duration 3 Days

COURSE DESCRIPTION

This course is three-day instructor-led classroom training relevant for professionals who play a role in managing and coordinating changes within the organization. This is a role-based service management qualification which focuses on the core competencies and skills required of individuals to effectively discharge their roles within Change Management. Course participants will also complete a course workbook designed to enable the participants to understand and internalize the key principles learnt during the course. At the end of the three-day classroom training, the certification exam may be taken.

The ITIL® Change Analyst certificate is awarded to candidates passing the examination.

COURSE OBJECTIVES

This course expands on the key concepts within Change Management covered in ITIL® Foundation. Additionally, course participants will be equipped with the skills and competencies required of a Change Analyst within the organization.

By the end of this course, the participants will be able to identify and understand:

- The role of a Change Analyst
- Value of Personal Communication
- Scope and Process Overview of Change Management
- Techniques to assist with Change Management
- Purpose and value of written communication
- Maintaining Quality

WHO SHOULD ATTEND

This course aims at those IT Change Management practitioners, supervisors and managers including business-interfacing staff, IT Consultants, IT Service Providers and IT Managers who are involved in coordinating, managing changes to IT Services within the organization. The course would also be beneficial to business representatives within the organization, which interfaces regularly with IT Change Management process and personnel.

PREREQUISITE

Accredited training is required for this certification due to the practical workbook-based aspects of the course. All candidates attempting the certification examination require documentary evidence of ITIL® Foundation certification.

PRE COURSE READING MATERIALS

There are no pre-course reading materials or pre-work needed for this course.

COURSE OUTLINE

Change Management and the role of the Change Analyst

- The purpose of this unit is to re-affirm the goals, purpose, value and positioning of change management within an organization from the perspective of a Change Analyst.

Personal Communication

- The purpose of this unit is to demonstrate the vital role that good communication plays in the success of a change management function.

The Scope of Change Management

- The purpose of this unit is to make the candidate aware that Change Management is required in many different areas of a company, and that this has to be considered in the scoping of the change management function.

Process Overview

- The purpose of this unit is to help the candidate understand the main areas of a change management process. At this stage the intention is to concentrate on the knowledge; the application of techniques comes later.

Techniques assisting process activities

- The purpose of this unit is to consider some of the process activities in more detail and explain the techniques that can be used. (e.g. 7Rs of Impact Assessment, Risk Assessment and Management, etc.)

Written Communication

- The purpose of this unit is to demonstrate that clear and concise written communication is vital to successful change management, and outlines the skills required and where they are used by the change analyst

Maintaining Quality

- The purpose of this unit is to help the candidate to understand the importance of continual improvement and how they can contribute to it.

Change Analyst Role

- The purpose of this unit is to highlight that as well as their day-to-day duties a change analyst will interface with many other areas of an organization.

CERTIFICATION

Delegates who successfully complete the course and pass the examination will be recognized as certified with ITIL® Change Analyst under the APMG certification scheme. Delegates who do not attain a passing score for the examination would be awarded a course attendance certificate only.

EXAMINATION

The examination duration is 60 minutes and is a closed-book paper containing 20 MCQ (multiple choice questions) with 4 answers to select from for each question. Only one answer is correct. Each of the 20 questions carries 1 mark for the correct answer.

A candidate is expected to answer all questions and must attain a score of 65% (13/20) and above to pass the examination and qualify for certification. The exam is done at the end of the 3rd day of the class.



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