MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

IT CHANGE MANAGEMENT

"Minimize Disruption, Maximize Efficiency — Master the Process of Controlled IT Change"

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

IT Change Management is critical to ensuring that changes to IT systems and services are introduced in a controlled and coordinated way. This course provides participants with the frameworks, tools, and best practices needed to manage changes effectively while minimizing risk and service disruption. From change request to approval, communication, and post-implementation review — this course covers it all.

Objectives

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

- Understand the principles and importance of IT Change Management
- Develop and manage change request workflows
- Assess, authorize, and implement changes with minimal risk
- Design communication and rollback strategies
- Monitor and report on change performance metrics

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Why Attend

- Avoid downtime and disruptions caused by unmanaged IT changes
- Learn to integrate change with ITIL practices and service management
- Reduce change-related incidents and improve user satisfaction
- Build internal governance and accountability in change processes

Target Audience

- IT Managers & Change Managers
- Project Managers & System Administrators
- ITIL Practitioners
- Service Delivery & Support Teams
- Business Relationship Managers

Individual Benefits

- Gain practical skills to manage and lead IT changes
- Improve stakeholder communication and risk mitigation
- Enhance your career path in IT Service Management and ITIL
- Earn credibility as a structured and organized IT professional

Organizational Benefits

- Minimize unplanned outages and change failures
- Standardize change processes across teams and departments
- Improve audit trails and compliance readiness
- Align IT initiatives with business goals seamlessly

Instructional Methodology

- Instructor-led presentations and facilitated discussions
- Real-world case studies and simulations
- Process mapping and stakeholder role-play
- Change calendar and CAB (Change Advisory Board) design workshops
- Change request system walkthroughs

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Course Outline

DETAILED 5-DAY COURSE OUTLINE (Customizable) Training Hours: 07:30 AM – 03:30 PM Daily Format: 3–4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 – 02:00

Day 1: Fundamentals of IT Change Management

- Module 1 (07:30 – 09:30): Overview of Change Management & ITIL Context
- Module 2 (09:45 – 11:15): Types of Changes – Standard, Normal, Emergency
- Module 3 (11:30 – 01:00): Roles and Responsibilities in Change Governance

Day 2: Building the Change Management Process

- Module 4 (07:30 – 09:30): Change Lifecycle: From Request to Review
- Module 5 (09:45 – 11:15): Designing a Change Request Template & Workflow
- Module 6 (11:30 – 01:00): Establishing Change Calendars and CAB Operations

Day 3: Risk, Impact & Authorization

- Module 7 (07:30 – 09:30): Change Impact Analysis & Risk Assessment
- Module 8 (09:45 – 11:15): Approval Hierarchies and Emergency Changes
- Module 9 (11:30 – 01:00): Risk Mitigation & Rollback Planning

Day 4: Execution & Communication

- Module 10 (07:30 – 09:30): Change Implementation & Coordination
- Module 11 (09:45 – 11:15): Communication Strategies for Stakeholders
- Module 12 (11:30 – 01:00): Post-Implementation Review & Closure

Day 5: Measurement, Audit & Continuous Improvement

- Module 13 (07:30 – 09:30): Key Metrics: Change Success, Failure, and Backouts
- Module 14 (09:45 – 11:15): Change Auditing and Documentation Standards
- Module 15 (11:30 – 01:00): Continuous Improvement, Action Planning & Certification

Certification

Participants will receive a Certificate of Completion in IT Change Management, validating their proficiency in structured IT change practices aligned with ITIL standards.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

In-House / Customized Training Interested in running this course for your team? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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