

SERVICE TRANSITION -CHANGE MANAGEMENT & EVALUATION

“Deliver Change with Confidence – Master Structured Evaluation for Risk-Free Transitions.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

Introduction

Change Management and Evaluation are critical components of the ITIL® Service Transition lifecycle. This course provides comprehensive guidance on how to control the lifecycle of all changes, enabling beneficial changes with minimal disruption. It also focuses on the formal evaluation of service changes to assess risk, performance, and business impact before deployment.

Objectives

- By the end of this course, participants will be able to:
- Define the purpose and scope of Change Management and Change Evaluation
 - Plan, approve, and control service changes using structured processes
 - Conduct thorough change evaluations before, during, and after transitions
 - Analyze change impacts, risks, and readiness for deployment
 - Integrate Change Management with Release, Configuration, and Transition Planning

Why Attend

Attending this course equips you with the frameworks and practical tools to reduce failed changes, improve release quality, and enhance customer confidence in IT service delivery.

Target Audience

- IT Change Managers
- Service Transition Managers
- IT Project Managers and Release Managers
- Service Desk & Incident Coordinators
- Configuration Managers and Quality Assurance Professionals
- ITIL® Practitioners and Consultants

Individual Benefits

- Gain professional competency in managing change lifecycles
- Improve risk analysis and evaluation skills for critical decisions
- Strengthen coordination across change and transition teams
- Prepare for intermediate/advanced ITIL® certifications

Organizational Benefits

- Reduce change failures and rework through standardized evaluation
- Minimize service downtime and operational risk
- Ensure stakeholder alignment and documentation of change impacts
- Achieve greater service stability and faster time-to-value

Instructional Methodology

- Instructor-led training
- Case study analysis (successful & failed changes)
- Evaluation frameworks, change logs, and approval templates
- Group-based decision-making simulations and workshop

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM

Daily Format: 3–4 Learning Modules | **Coffee Breaks:** 09:30 & 11:15 | **Lunch Buffet:** 01:00 – 02:00

Day 1: Introduction to Change Management & Evaluation

Module 1: ITIL® Service Transition Overview and Change Context (07:30 – 09:30)

Module 2: Purpose, Scope, and Objectives of Change Management (09:45 – 11:15)

Module 3: Types of Changes – Standard, Emergency, Normal (11:30 – 01:00)

Module 4: Roles and Responsibilities (CAB, ECAB, Change Authority) (02:00 – 03:30)

Day 2: Planning and Authorizing Changes

Module 1: End-to-End Change Lifecycle Process (07:30 – 09:30)

Module 2: Change Request Logging and Risk Assessment (09:45 – 11:15)

Module 3: Prioritization and Change Categorization (11:30 – 01:00)

Module 4: Change Scheduling, Approval Paths, and Change Calendars (02:00 – 03:30)

Day 3: Change Evaluation Process

Module 1: Principles of Change Evaluation – Triggers and Timing (07:30 – 09:30)

Module 2: Inputs, Criteria, and Metrics for Evaluation (09:45 – 11:15)

Module 3: Pre-implementation vs. Post-implementation Reviews (11:30 – 01:00)

Module 4: Conducting Evaluation Reports and Communicating Outcomes (02:00 – 03:30)

Day 4: Risk Management & Integration

Module 1: Change Impact Analysis and Risk Mitigation (07:30 – 09:30)

Module 2: Integrating Change with Configuration, Release & Transition Planning (09:45 – 11:15)

Module 3: Managing Emergency Changes and Rollbacks (11:30 – 01:00)

Module 4: Workshop: Evaluating Complex Organizational Changes (02:00 – 03:30)

Day 5: Assurance, Governance & Continuous Improvement

Module 1: Compliance and Audit Considerations (07:30 – 09:30)

Module 2: Change Governance, Documentation, and Reporting (09:45 – 11:15)

Module 3: Service Measurement, CSI, and Quality Control (11:30 – 01:00)

Module 4: Final Group Presentation: Building a Change & Evaluation Strategy (02:00 – 03:30)

Certification

Participants will receive a **Certificate of Completion in Change Management & Evaluation** under ITIL® Service Transition standards. Completion also supports advancement to intermediate ITIL® or ISO 20000 certification pathways.

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