IT Change Control Training Course

4 – 8 April 2027
Dubai (UAE)



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Introduction

In today's fast-paced world of IT, IT change control is critical to ensuring the stability and quality of services within organizations. This one-week immersive training course is designed for IT professionals, change managers, and project managers looking to master the principles and practices of IT change control. Participants will develop the skills necessary to oversee change requests, implement structured change control processes, and minimize the risks and disruptions associated with IT changes.

By integrating best practices, real-world tools, and proven techniques, this course will equip participants with the knowledge needed to enhance the quality, stability, and compliance of IT services in their organizations, leading to improved operational performance.

Course Objectives

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

- Identify key roles and responsibilities in IT change control management.
- Distinguish between emergency, normal, and standard IT changes.
- Implement a structured and effective IT change control process.
- Assess and mitigate risks related to IT changes.
- Communicate changes effectively to all relevant stakeholders.
- Document, evaluate, and prioritize change requests with confidence.
- Track and audit changes to ensure compliance and promote continuous improvement.
- Use tools and techniques to reduce downtime and streamline change implementations.

Course Outlines

Day 1: Foundations of IT Change Control

- Introduction to IT change control and its impact on business continuity.
- The change control lifecycle: from initiation to review.
- Types of IT changes and how to manage them.
- Best practices and frameworks e.g., ITIL.
- The role of change control in IT Service Management ITSM.



Day 2: Managing the Change Control Process

- Creating and evaluating a Request for Change RFC.
- The Change Advisory Board CAB - roles and responsibilities.
- Performing risk assessments and impact analyses.
- Classifying and prioritizing changes effectively.

Day 3: Change Planning and Communication

- Developing detailed change plans timelines, roles, and resources.
- Stakeholder communication strategies.
- Staff training and knowledge sharing before, during, and after changes.
- Preparing rollback and contingency plans.

Day 4: Executing and Monitoring Changes

- Managing live change implementation with minimal disruption.
- Tracking and monitoring tools for real-time oversight.
- Issue identification and resolution techniques.
- Conducting Post-Implementation Reviews PIR for improvement.

Day 5: Continuous Improvement and Change Control Tools

- Driving continuous improvement in change control processes.
- Using KPIs and metrics to measure change success.
- Auditing and ensuring compliance with standards and regulations.
- Exploring popular tools and software for IT change control.

Why Attend This Course? Wins & Losses!

By attending this course, you will:

- Master the IT change control lifecycle and drive operational excellence.
- Minimize risk and downtime through structured change control processes.
- Improve stakeholder communication across departments.
- Ensure compliance with industry standards and internal policies.
- Enhance IT service performance and increase customer satisfaction.

Conclusion

This course will empower you to confidently manage IT changes while promoting a resilient, efficient, and compliant IT environment. Whether you're responsible for overseeing change requests or improving service stability, this training provides the practical skills and strategic insight to transform your organization's change control practices.



By the end of the program, you will have the tools and expertise to drive successful IT change management, ensuring long-term success in your IT operations.

