

CM2-03

Fundamentals of Change Management

- 2 DAYS -



Organizations continually struggle to define a fast and efficient change management process. Many organizations have changed or replaced their change process multiple times without understanding the dynamics of change or the building blocks needed to facilitate change management.

Struggles with item re-identification decisions and the required level of visibility of changes directly impact the ability to develop and maintain the digital twin. The management of change includes understanding its impact throughout the entire organization and the total product/solution lifecycle.

This course introduces a closed-loop change process and identifies several enabling building blocks that reside outside the scope of the change process. The concept of Enterprise Configuration Management (ECM) is dependent upon those building blocks. It also provides a decision tree that defines the proper rules for managing re-identification and ensuring full visibility of the digital twin.

This course also addresses the cultural changes that must be understood and implemented to facilitate the needed improvements in the change process. The end goal is to always present the organization with requirements that are clear, concise, and valid. That can only be achieved by a fast and efficient process that accommodates change.

Course Outline

- Business Transformation Requires Change
- The CM2 Model for Enterprise Success
- Communications and Decisions Relative to Change
- The Rules of Re-identification
- Objects for Authorizing and Managing Work
- Investigation Request and Change Request
- Change Notice, Impact Matrix and DCR
- Standardized Objects Used to Procure, Produce or Modify
- Deliverable Level Visibility of Changes
- Post Production Visibility and Product Modifications
- Effectivities, Release and Effective Dates
- Proper Use and Misuse of Effectivities