

# ITIL 4 Practitioner: Change Enablement

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Duration: 01 day (8 hours)

## Introduction to Change Enablement Practice

- Purpose and scope of Change Enablement
- Value to business and service management
- Key concepts, terminology, and definitions

## Practice Success & Value

- Practice success factors
- Key metrics and measurement
- Ensuring value realization from changes

## Change Processes & Activities

- Change lifecycle overview
- Planning and managing changes
- Risk assessment, authorization, and scheduling

## Integration with Value Streams

- Role of Change Enablement in value streams
- Integration within organizational workflows
- Supporting service value chain

## Roles & Competencies

- Key roles in Change Enablement
- Responsibilities and accountability
- Required competencies for managing change

## Information & Technology

- Role of tools and automation
- Supporting planning, tracking, and implementation
- Technology enablement for change

## **Partners, Suppliers & Capability Model**

- Role of partners and suppliers in change
- Collaboration and dependencies
- ITIL capability model for practice development

## **Practice Success & Continual Improvement**

- Recommendations for practice success
- Alignment with ITIL guiding principles
- Continual improvement of change enablement