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COURSE BROCHURE

AI-Driven IT Change Management Training Course

14 – 18 March 2027
Kuala Lumpur

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Registered in the United Kingdom and Saudi Arabia

AI-Driven IT Change Management Training Course

Ref: 737_27686 **Date:** 14 – 18 March 2027 **Location:** Kuala Lumpur **Fees:** 4900 GBP

AI-Driven IT Change Management is a 1-week training course for change managers and service management leads who want to build a Change Risk Scoring Playbook that ranks every proposed change by its likelihood of failure. Release frequency keeps climbing while tolerance for outages keeps falling, so manual CAB review of every change no longer scales. Jupiter Prime Training runs this course for leaders who must approve faster without losing control of AI-Driven IT Change Management.

Why AI-Driven IT Change Management Matters Now

Three forces push change practice toward machine-assisted decisions: continuous delivery pipelines that release many times a day, service owners who expect near-zero downtime, and auditors who want evidence behind every approval. An organisation that scores change risk well clears routine deployments quickly and focuses scrutiny where outages actually start; one that scores badly slows delivery or lets risky releases through. The course rests on ISO/IEC 42001, the AI management system standard, and the NIST AI Risk Management Framework NIST AI RMF, applied to models that influence approvals.

Who Gains Most from AI-Driven IT Change Management

- Leads who chair or coordinate the change advisory board and set its agenda
- Owners of the change enablement process and its approval policies
- Release and deployment leads who decide when to promote or roll back
- Problem and incident leads who trace outages back to recent changes
- Service platform owners who configure workflows in the service desk tool

A service operations group gains most when its CAB chair, release lead and incident lead attend together.

AI-Driven IT Change Management Capabilities

Participants shift from reading change records one by one to steering approvals with explainable risk scores.

- Assess failed-change history to set a credible risk baseline — the CAB chair
- Design risk score bands that route changes to the right approval path — change process owners
- Test whether a risk model still predicts outcomes after drift — the service owner
- Apply change-to-incident correlation during major incident triage — incident commanders
- Specify auto-approval guardrails for low-risk standard changes — auditors and risk functions
- Communicate score explanations to approvers and requesters — delivery teams

Key AI-Driven IT Change Management Terms

- Change Failure Rate — The share of deployed changes that cause an incident, rollback or emergency fix within a set period after release.
- Change Risk Score — A model output estimating how likely a proposed change is to fail, used to route it to an approval path.
- Change Advisory Board CAB — The group that reviews and authorises higher-risk changes, weighing business impact against deployment timing.
- Change-to-Incident Correlation — Matching incidents to recently implemented changes by time, configuration item and symptom to find the probable cause.
- Auto-Approval — Approval granted by policy rules without board review, reserved for changes whose risk score falls below an agreed band.
- Blast Radius — The set of services and users a change could affect, derived from configuration item dependencies.

AI-Driven IT Change Management Day by Day

Day 1: Change Risk in a Faster Release World

- Change Failure Rate Baselines — Where Change Risk Concentrates Today
- Standard, Normal and Emergency Change Types — Routing and Approval Paths
- ISO/IEC 42001 Controls — Accountability for Automated Approval Models
- NIST AI RMF Map Function — Framing Harm From Faulty Releases
- Configuration Item Dependency Maps — Blast Radius of a Proposed Change

Day 2: Scoring Change Risk With Machine Learning

- Change Record Feature Engineering — Signals That Predict Failed Changes
- Gradient Boosted Risk Models — Choosing Inputs Change Owners Trust
- Score Thresholds and Bands — Deciding Which Changes Skip the CAB
- Explainability Summaries — Showing Approvers Why a Score Is High
- Model Drift Checks — When Risk Scores Stop Matching Outcomes

Day 3: Incident Correlation and Release Monitoring

- Change-to-Incident Correlation — Linking Outages to Recent Deployments
- Anomaly Detection on Release Telemetry — Early Rollback Triggers
- Canary and Blue-Green Signals — Promote or Halt a Deployment
- Post-Implementation Review Mining — Recurring Causes of Change Failure
- Alert Noise Reduction — Separating Release Faults From Background Events

Day 4: CAB Decisions and Automated Approval

- Risk-Based CAB Agenda Design — Spending Board Time on High Scores
- Auto-Approval Policy Rules — Guardrails for Low-Risk Standard Changes
- Change Collision and Freeze Calendars — Scheduling Conflicting Deployments
- Human Override and Audit Trails — Evidence for Approval Decisions
- Pipeline Integration With Service Desk Records — Approval Inside Delivery Flow

Day 5: Practising the Change Risk Scoring Playbook

- Scoring a Live Change Backlog — Applying Risk Bands to Real Records
- Correlation Drill on a Failed Release — Testing Incident Linkage
- Mock Risk-Based CAB Session — Defending Approve, Defer or Reject Calls
- Rollout Roadmap for Auto-Approval — Sequencing Change Types Safely
- Change Risk Scoring Playbook — Final Thresholds, Owners and Review Cadence

Applying AI-Driven IT Change Management After the Course

- Score the last quarter of closed change records with the agreed features and compare predicted bands with actual failures.
- Run one CAB cycle with a risk-ranked agenda and record which high-score changes the board deferred or modified.

AI-Driven IT Change Management Questions FAQ

What is AI-Driven IT Change Management and why does it matter now?

AI-Driven IT Change Management uses machine learning to score, route and monitor changes before and after release. It matters now because deployment volume has outgrown manual board review, in sectors from banking platforms to hospital clinical systems, where a failed release halts critical services.

Which roles gain most from AI-Driven IT Change Management?

CAB chairs, change process owners, release leads and incident leads gain most from AI-Driven IT Change Management. Each reads risk scores differently, so you benefit when those roles agree thresholds together.

How does AI-Driven IT Change Management differ from a general IT service management course?

A general service management course explains the change practice itself. AI-Driven IT Change Management goes further, focusing on predictive risk models, incident correlation and policy-based approval.

What do you bring back from AI-Driven IT Change Management?

You bring back a draft scoring approach for your own change records, risk bands mapped to approval paths, and a correlation routine for major incidents.

AI-Driven IT Change Management: The Way Forward

The Change Risk Scoring Playbook sets features, score bands, auto-approval rules and override evidence in one place. Its first use is deciding which standard changes leave the CAB agenda. Change owners, release leads and auditors share it. After the first month, revisit whether the score bands match real failure outcomes and adjust before widening automation.