## Domain | Task | Percentage of Examination
--- | --- | ---
### The Standard for Change Management: Process Group 1. Evaluate Change Impact and Organizational Readiness
1. Define the Change | 25%
2. Determine Why the Change is Required
3. Develop a Clear Vision of the Desired Future State, with Leadership and Aligned with Objectives and Goals
4. Identify Objectives, Goals, and Success Criteria
5. Identify Stakeholders Affected by the Change
6. Identify Sponsors Accountable for the Change and Assess Their Alignment with, and Commitment to, the Change
7. Assess the Degree of Change and the Impact on People, Processes, Tools, Organizational Structure, Job, Roles, and Technology
8. Assess Alignment of the Change with Organizational Strategy Objectives and Performance Management
9. Assess External Factors that may Affect Organizational Change
10. Assess Organization Culture(s) Related to the Change
11. Assess Organization Capacity for Change
12. Assess Organizational Readiness for Change
13. Assess Communication Needs, Communication Channels, and Ability to Develop Key Messages
15. Conduct Change Risks Assessment

### The Standard for Change Management: Process Group 2. Formulate the Change Management Strategy
1. Develop the Communication Strategy | 24%
2. Develop the Sponsorship Strategy
3. Develop the Stakeholder Engagement Strategy
4. Develop the Change Impact and Readiness Strategy
5. Develop the Learning and Development Strategy
6. Develop the Measurement and Benefit Realization Strategy
7. Develop the Sustainability Strategy

### The Standard for Change Management: Process Group 3. Develop the Change Management Plan
1. Develop a Comprehensive Change Management Plan: | 18%
   a. Resource Plan
   b. Communication Plan
   c. Sponsorship Plan
   d. Stakeholder Engagement Plan
   e. Learning and Development Plan
   f. Measurement and Benefits Realization Plan
   g. Sustainability Plan
2. Integrate Change Management and Project Management Plans
## Domain | Task | Percentage of Examination
--- | --- | ---
4. Develop Feedback Mechanisms to Monitor Performance to Plan  |  
a. Execute Resource Plan  
b. Execute Communication Plan  
c. Execute Sponsorship Plan  
d. Execute Stakeholder Engagement Plan  
e. Impact Assessment and Readiness Plan  
f. Execute Learning and Development Plan  
g. Execute Measurement and Benefits Realization Plan  
h. Execute Sustainability Plan  | 19%  
**The Standard for Change Management:** Process Group 4. Execute the Change Management Plan | 1. Evaluate the Outcome against the Objectives  | 10%  
3. Identify and Document Recommended Actions for Future Changes  
4. Gain Approval for Closure, Transfer of Ownership, and Release of Resources  |  
**The Standard for Change Management:** Common Change Management Concepts | 1. Change is a Process  
2. Relationship to Strategic Planning  
3. Types of Organizational Change  
4. Relationship to Project Management  
5. Organizational Change and Individual Change  
6. Change Management Roles and Responsibilities  
7. Organizational Alignment and Change Management  | 2%  
**Code of Ethics** | | 2%