



*Training Course:  
The Certified Network Change Analyst (CNCA)*

*13 - 17 April 2025*

*Dubai (UAE)*

*Residence Inn by Marriott Sheikh Zayed Road, Dubai*

## Training Course: The Certified Network Change Analyst (CNCA)

Training Course code: IT235752 From: 13 - 17 April 2025 Venue: Dubai (UAE) - Residence Inn by Marriott Sheikh Zayed Road, Dubai Training Course Fees: 4900 € Euro

### Introduction

Effective change management is crucial in network operations to ensure seamless transitions, minimize risks, and maintain service continuity. The Certified Network Change Analyst CNCA training program is designed to equip professionals with best practices in change control, risk assessment, and implementation planning to support stable and secure IT infrastructure changes.

This 5-day intensive training focuses on standardizing change management processes, reducing risks, and improving service continuity. Participants will gain hands-on experience in change documentation, impact analysis, risk mitigation strategies, and compliance with industry frameworks like ITIL, ISO 20000, and NIST.

### Course Objectives

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

- Master change management processes and industry best practices.
- Assess risks associated with network changes using structured methodologies.
- Develop structured implementation plans for seamless transitions.
- Apply service continuity principles to minimize disruptions.
- Prepare and maintain accurate change control documentation.

### Target Audience

This program is ideal for professionals involved in network operations, IT infrastructure, and service management, including:

- Network Engineers & IT Support Specialists managing infrastructure changes.
- Change & Configuration Managers responsible for implementing change policies.
- IT Operations Managers ensuring service continuity and risk mitigation.
- Project Managers & System Administrators overseeing network upgrades.
- Compliance Officers & Auditors ensuring adherence to regulatory standards.

### Training Program Outline

Day 1: Change Management Fundamentals in Network Operations

- Introduction to IT Change Management and its role in network stability.

- Understanding types of network changes standard, emergency, major.
- ITIL-based Change Advisory Board CAB roles and responsibilities.
- Change lifecycle management: Request, approval, implementation, review.
- Case Study: Successful vs. failed network change management scenarios.

#### Day 2: Risk Assessment Methodologies for Change Management

- Identifying and categorizing risks in network change implementations.
- Risk assessment techniques: Qualitative vs. Quantitative risk analysis.
- Change Impact Analysis CIA: Evaluating dependencies and potential failures.
- Mitigation strategies to minimize service disruptions.
- Hands-on Exercise: Developing a risk assessment report for a network change.

#### Day 3: Implementation Planning & Change Execution

- Developing detailed change implementation plans.
- Rollback and contingency planning for failed deployments.
- Scheduling changes to minimize operational impact.
- Change testing and validation techniques before deployment.
- Workshop: Creating a network change execution roadmap.

#### Day 4: Service Continuity & Incident Management

- Principles of Service Continuity Management SCM in network changes.
- Aligning change management with disaster recovery DR strategies.
- Incident response procedures for change failures.
- Monitoring and reporting KPIs for change success and service impact.
- Group Discussion: Lessons learned from real-world network outages.

#### Day 5: Change Control Documentation & Compliance

- Best practices in documenting change requests and approvals.
- Maintaining audit trails and compliance with IT governance frameworks ITIL, ISO 20000, NIST.
- Post-change reviews and lessons learned sessions.
- Final Case Study: End-to-end change control simulation with documentation.
- Closing Session: Developing a Change Management Strategy for Your Organization.

## Registration form on the Training Course: The Certified Network Change Analyst (CNCA)

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

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- Please find enclosed a cheque made payable to Global Horizon
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