IT Change Risk Prediction with AI Training Course: Impact Scoring, Approvals and Incident Learning

15 – 19 February 2027
Rome

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Programme Summary

IT change risk prediction with AI is the subject of this one-week training course for IT service, change, release and operations managers at managerial level, ending in a change risk and approval model for one service. Many incidents follow a change, yet risk ratings often rest on habit. The programme moves from the change landscape and its data to diagnosis of failed changes, then to impact scoring and approval design, and finally to a model a change authority can adopt. Mars Training Centre UK delivers this programme on IT change risk prediction with AI to mixed-organisation cohorts.

The Business Case

Change authorities in banks, hospitals and utilities must approve many changes quickly while protecting live services. Machine-assisted scoring can learn from past changes and incidents and flag the risky few, but it can also rate unfamiliar changes with false confidence and hide the reasons for its scores. Leaders who test scoring against history can speed up routine changes and focus scrutiny where it is needed.

- Change-Related Incidents: Fall as risky changes are found and challenged before approval.
- Approval Cycle Time: Shortens as low-risk changes follow rules and only exceptions reach the change authority.
- Review Learning Quality: Improves as failed changes feed back into scoring and controls.

Principles and Evidence Base

- ITIL 4 Change Enablement Practice: Assesses risk, authorises changes and manages the change schedule using standard, normal and emergency change types, applied in Sessions 1 and 3.
- ISO/IEC 20000-1 IT Service Management System: Sets change management requirements within a service management system, applied in Session 4.
- ISO/IEC 42001 AI Management System: Sets expectations for controlling AI tools, applied in Session 4 to the scoring model.

Intended Participants

- Change managers who chair change authorities.
- Release managers who plan deployments and the change schedule.
- Service and incident managers who link incidents to changes.
- Operations managers who own the services that changes can disrupt.

Typical settings include banking, healthcare, telecommunications and government IT.

Learning Outcomes

1. Participants will be able to evaluate which change decisions suit machine scoring.
2. Participants will be able to diagnose why past changes failed.
3. Participants will be able to construct an impact score from change attributes.
4. Participants will be able to design approval tiers that match risk.
5. Participants will be able to prioritise review findings for control updates.
6. Participants will be able to justify a scoring model and its safeguards to a change authority.

Programme Structure

Day 1: IT Change Risk Prediction with AI and the Change Data

Which change decisions can data support, and which need human judgement?

- Change Type and Authority Map
- Change and Incident Record Linkage
- Change Schedule Conflict View
- AI Task Suitability Grid
- Human Judgement Boundary Sheet

Day 2: Diagnosing Failed and Troubled Changes

Why do some changes fail, and what do the records show?

- Failed Change Cause Taxonomy
- Change Failure Pattern Chart
- Dependency Map
- Data Gap and Bias Check
- Emergency Change Review

Day 3: Impact Scoring and Approval Design

How is risk scored, and who approves what?

- Impact Score Specification
- Risk Factor Weighting Sheet
- Approval Tier Table
- Standard Change Eligibility Rule
- Score Backtest Reading

Day 4: Incident Learning and Model Controls

How do reviews improve scoring, and how is the model controlled?

- Post-Implementation Review Template
- Review Finding Triage
- ISO/IEC 20000-1 Change Control Mapping
- ISO/IEC 42001 Control Mapping
- Model Change Approval Rules

Day 5: Change Risk and Approval Model for One Service

Do the earlier tools combine into one model that a change authority can adopt?

- Applying the Session 1 Authority Map
- Testing the Session 2 Failure Pattern Chart
- Checking the Session 3 Approval Tier Table
- Rehearsing the Session 4 Review Template
- Completing the Change Risk and Approval Model

Methodology

The programme uses case analysis built on prepared files for two services, one in a bank and one in a hospital group, each with a change log, incident records, a dependency list and sample post-implementation reviews. Participants work in small groups, test scores against past outcomes, and defend approval rules to peers acting as change authority members.

- Suggested activity: Tracing three failed changes to their causes and naming the missed signal.
- Suggested activity: Adjusting risk factor weights and judging the effect on approval tiers.
- Suggested activity: Reviewing a sample score and deciding whether a person should override it.

Capstone Output

Each participant completes a change risk and approval model for one service. It holds a change and incident map, a failure pattern reading, an impact score specification, approval tiers, a review routine and a model control note. The model is used at work to brief a change authority and agree duties with service owners.

Frequently Asked Questions

Is a course on IT change risk prediction with AI suitable for managers without a data background?

Yes. IT change risk prediction with AI is taught through prepared files and templates. It assumes experience in change, release or service management, but no coding.

Which standards and practices does IT change risk prediction with AI rest on?

IT change risk prediction with AI rests on the ITIL 4 change enablement practice, ISO/IEC 20000-1 for service management and ISO/IEC 42001 for the control of AI tools.

How is the model from IT change risk prediction with AI used at work?

You use the change risk and approval model to brief your change authority, agree duties with service owners and set the rule for which scores a person must review.

How does IT change risk prediction with AI differ from an organisational change management course?

IT change risk prediction with AI concentrates on scoring and approving technical changes to live services, while an organisational change management course concentrates on helping people adopt new ways of working.