**Change Management Workshop Accomplishments & Speaking Points**

1) Ability to meet audit and compliance standards

2) Reduction of incidents (unintended consequences)

3) Awareness and communication of changes across OIT

4) Improved coordination with decreased uncertainty

5) Improved ability to collect metrics and measure resources

6) Creation of formalized, repeatable workflows

7) Clear definition of Incident versus Change versus Project Management

8) Maturation of OIT processes

9) Improved understanding of risk factors

10) Improved quality assurance / quality control (quality of work)

11) Taking a balanced approach when creating OIT processes

12) Identified new ITSM tool requirements (to support how we will work)

13) The function, purpose and value of the OIT CAB