

[Organization logo]

[Organization name]

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CHANGE MANAGEMENT POLICY

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

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Change history

Date	Version	Created by	Description of change
	0.1	20000Academy	Basic document template

Table of contents

1. PURPOSE, SCOPE AND USERS	3
2. REFERENCE DOCUMENTS	3
3. POLICY	3
3.1. SCOPE AND GOALS OF CHANGE MANAGEMENT PROCESS	3
3.2. PROCESS GUIDELINES.....	4
3.3. CHANGE ADVISORY BOARD (CAB) AND EMERGENCY CHANGE ADVISORY BOARD (ECAB).....	5
4. VALIDITY AND DOCUMENT MANAGEMENT.....	5
5. APPENDICES	5

[organization name]

1. Purpose, scope and users

The purpose of this policy is to ensure that changes of the [organization name] are managed through an established process.

This policy applies to all [organization name] full-time, part-time, and contracted employees, vendors, and suppliers involved in activities that use or manage technology solutions within [organization name].

Users of this document are employees of [organization name].

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2. Reference documents

- ISO/IEC 20000-1:2018, clauses 8.5.1, 8.5.1.1, 8.5.1.2, 8.5.1.3
- Change Management Process
- Service Level Management Process
- Asset Management Process
- Service Configuration Management Process
- Continual Service Improvement Process

Commented [20A4]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Proceses/07.2_Service_Level_Management".

Commented [20A5]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "06_Service_Portfolio_Proceses/06.2_Asset_Management".

Commented [20A6]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "06_Service_Portfolio_Proceses/06.3_Configuration_Management".

Commented [20A7]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "14_Maintain_and_Improve".

3. Policy

The Change Management process manages the lifecycles of all changes, enabling changes to be

3.1. Scope and goals of Change Management process

[Organization name]'s scope of the Change Management process covers:

- [Redacted]
- [Redacted]

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Commented [20A10]: These are only examples; please adapt according to your company practices.

Commented [20A11]: These are mandatory; but you may include additional elements according to your company practices.

The goals of the Change Management process are:

- To ensure that changes are documented, evaluated, and, for authorized changes, that they are planned, prioritized, tested, implemented, and documented
- [Redacted]

[organization name]

3.2. Process guidelines

Changes significantly influence operational services and respective business processes. Therefore, setting up a Change Management process considers the following steps to control and decrease the level of risk.

3.2.1. Documentation of the RfC

Every change is triggered by a Request for Change (RfC) document. [Redacted]

RfCs are analyzed by Change Manager on an **annual** basis to analyze trends. [Redacted]

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3.2.2. Selecting the type of RfC

[Organization name] agrees with the customer on the following types of RfCs:

- [Redacted]
- [Redacted]
- [Redacted]

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Commented [20A19]: [Redacted]

3.2.3. Approval of the RfC

All RfCs must be approved.

The Change Manager is responsible to define and agree with the customer on the Change Authority structure and document it in the **Service Level Agreement (SLA)**. [Redacted]

Commented [20A20]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "07_Relationship_Agreement_Processes/07.2_Service_Level_Management".

3.2.4. Handling of changes

All RfCs with the potential to have a major impact on services or the customer are managed using the **Service Design and Transition Process**. [Redacted]

Commented [20A21]: You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09_Service_Design_Build_Transition_Processes/09.2_Service_Design_and_Transition".

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[organization name]

Emergency changes – The Change Manager is responsible to document and agree on emergency changes and document in the Change Management Process.

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Handling of normal changes is described in the Change Management Process.

3.3. Change Advisory Board (CAB) and Emergency Change Advisory Board (ECAB)

The CAB is appointed by [...]. The CAB has the following characteristics:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

The Emergency Change Advisory Board (ECAB) is a special form of the CAB, used to authorize emergency changes, and consists of [...]

The ECAB is chaired by the Change Manager.

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4. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

5. Appendices

- Appendix 1 – Request for Change and Change Record
- Appendix 2 – Minutes of Meeting CAB
- Appendix 3 – Change Schedule

Commented [20A23]: [redacted]

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Commented [20A25]: These are only examples; you can change them according to your company practices.

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Commented [20A28]: [redacted]

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Commented [20A32]: [redacted]

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Commented [20A35]: [redacted]

Commented [20A36]: Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

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[organization name]

[Job title]

[Name]

[Signature]

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