

[Organization logo]

[Organization name]

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## CHANGE MANAGEMENT PROCESS

**Commented [20A2]:** If you want to find out more about Change Management process, see <https://advisera.com/20000academy/blog/2013/04/23/elements-change-management-iti/>

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	2000Academy	Basic document template

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## 1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Change Management process.

This document is applied to all activities, processes, and documents included in the SMS.

Users of this document are all employees of [organization name], as well as all external parties who have a role in the SMS.

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## 2. Reference documents

- ISO/IEC 20000-1:2018, clauses 7.5.4.e), 8.5.1.
- Change Management Policy
- Service Design and Transition Process
- Configuration Management Process
- Release and Deployment Management Process
- Capacity Management Process
- Service Continuity Management Process
- Availability Management Process
- Incident Management Process
- Service Request Management Process
- Problem Management Process

**Commented [20A5]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09\_Service\_Design\_Build\_and\_Transition\_Processes/09.2\_Service\_Design\_and\_Transition".

**Commented [20A6]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "06\_Service\_Portfolio\_Processes/06.3\_Configuration\_Management".

**Commented [20A7]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "09\_Service\_Design\_Build\_Transition\_Processes/09.3\_Release\_and\_Deployment\_Management".

**Commented [20A8]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "08\_Supply\_Demand\_Processes/08.3\_Capacity\_Management".

**Commented [20A9]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "11\_Service\_Assurance\_Processes/11.2\_Service\_Continuity\_Management".

**Commented [20A10]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "11\_Service\_Assurance\_Processes/11.1\_Service\_Availability\_Management".

**Commented [20A11]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10\_Resolution\_Fulfilment\_Processes/10.1\_Incident\_Management".

**Commented [20A12]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10\_Resolution\_Fulfilment\_Processes/10.2\_Service\_Request\_Management".

**Commented [20A13]:** You can find a template for this document in the ISO 20000 Documentation Toolkit folder "10\_Resolution\_Fulfilment\_Processes/10.3\_Problem\_Management".

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## 3. Process overview

The purpose of Change Management is to ensure all changes are assessed, approved, implemented, and reviewed in a controlled manner.

The objectives of Change Management are as follows:

- Ensure change requests are recorded and classified
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

**Commented [20A15]:** These are recommended objectives; you can include additional objectives or delete some according to your company practices.

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## 4. Process activities

### 4.1. [Redacted]

[organization name]

A normal change is any planned change that is not a standard (pre-authorized, low-risk change) or emergency (unplanned change that needs to be implemented as soon as possible) change.

#### 4.1.1. Create and record Request for Change (RFC)

An RFC can

- 
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The Change Manager defines the information that is mandatory for a Normal Change RFC.

The Change Manager defines the information that is mandatory for a Normal Change RFC.

#### 4.1.2. Assess and classify change

The Change Practitioner is responsible to assess RFCs based

- Incident Management
- Service Request Management
- Problem Management
- Knowledge Management – to identify any change information already available in the knowledge base to existing information already published and update
- Configuration Management
- Capacity Management
- Security Management
- Service Management
- The existing Change Schedule – to establish any potential impact or dependency related to other RFCs, releases, and plans for deployment

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The Change Practitioner is responsible to identify the change information already published and update

#### 4.1.3. Approve change

The following authority model is in place:

Authority Model	Change Manager	Change Authority
Standard Change	Change Manager	Change Authority
Normal Change	Change Manager	Change Authority
Emergency Change	Change Manager	Change Authority

Commented [20A22]: This is best practice. Change if needed.

The Change Authority ensures that the risks, the potential impacts to services and the customer, service requirements,



[organization name]

The CAB meetings are scheduled to [redacted] the next CAB meeting if there are no changes to review for that respective time period.

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[redacted] the next CAB meeting and circulate the RfCs (and any other relevant information) to all CAB members in advance.

Emergency Change Advisory Board (ECAB) meetings must be convened immediately in case of Emergency Changes. The Change Manager organizes the ECAB meeting and must decide who should

Commented [20A24]: [redacted]

Rejected changes are reviewed by [redacted]

Commented [20A25]: This is common practice. Change if needed.

#### 4.1.4. Coordinate change build and test

The Change Manager is responsible for coordination of change build and test, for changes that are not part of a release. Changes that are part of releases are coordinated by the Release and

#### 4.1.6. Coordinate change deployment

[redacted] The Change Manager is responsible to produce and schedule deployment of change(s) in the Change Schedule and communicate it to all interested parties. The Change Schedule is the only basis for planning and deploying of release(s).

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The Change Practitioner communicates the Change Schedule to all interested parties before the change takes place and as soon as all relevant information is available in the schedule.

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[redacted] Database (CMDB – a database or spreadsheet where CIs and related data are stored) with data about the change that is implemented.

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#### 4.1.7. Review and close change record

[organization name]

The Change Manager performs a change evaluation after the change is implemented and, based on results, closes the change and initiates

The Change Manager is responsible for ensuring that the Post Implementation Review in the Request for Change and

## 5. Emergency Change

Emergency changes are authorized by an Emergency Change Advisory Board (ECAB), who also

### 5.1. Change Manager

[Job title] assigns the Change Manager role.

Responsibilities of Change Manager:

- Overall responsibility for carrying out activities within the scope of Change Management
- Coordinates with other Service Management roles
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

### 5.2. Produces Minutes of Meeting CAB Change Initiator

The Change Initiator could be someone inside or outside the organization. Every Change Initiator is responsible for:

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

### 5.3. Change Practitioner

[Job title] assigns the Change Practitioner role.

The Change Practitioner is responsible for:

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

**Commented [20A29]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

**Commented [20A30]:** These are mandatory responsibilities; please don't delete any. You can include additional elements according to your company practices.

**Commented [20A31]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

[organization name]

- [redacted]
- [redacted]

**Commented [20A32]:** These are mandatory responsibilities; please don't delete any. You can include additional elements according to your company practices.

#### 5.4. Change Authority (CAB or ECAB)

The role of the Change Authority depends on the change strategy. The CAB or ECAB is made up of Change Practitioners. Responsibilities of CAB members are:

- 1. [redacted]
- 2. [redacted]
- 3. [redacted]
- 4. [redacted]
- 5. [redacted]

**Commented [20A33]:** These are mandatory responsibilities; please don't delete any. You can include additional elements according to your company practices.

### 6. Measurement and reporting

The Change Manager is responsible to:

- Define and review [annually] the Critical Success Factors (CSFs)
- Document the selected CSFs and KPIs in the Matrix of Process Measurements
- Ensure that measurements are taken according to the defined frequency and document the result in the Matrix of Process Measurements
- [redacted]
- [redacted]
- [redacted]

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Whenever the SMS objectives are updated in the SMS Plan, the Change Manager reviews and updates the CSFs and KPIs in the Matrix of Process Measurements to reflect the new objectives.

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### 7. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Controls for record protection	Retention time
Change Record (in electronic form)	[tool name]	Change Practitioner	Change Management staff	Change Records are kept for [...].
RfC	[tool name]	Change Practitioner	Change Management staff	Records are kept for [3 years].

**Commented [20A40]:** Enter how long records must be kept, e.g. 3 years.

**Commented [20A41]:** You can adapt the retention period according to your company practices.

[organization name]

Minutes of Meeting CAB	[tool name]	Change Manager	Change Manager	Reports are kept for [3 years].
Change Schedule	[tool name]	Change Practitioner	Change Management staff	Records are kept for [3 years].

**Commented [20A42]:** Change if needed.

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**Commented [20A44]:** You can adapt the retention period according to your company practices.

## 8. 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.

**Commented [20A45]:** Please insert the appropriate job title according to your organization practices, e.g.: IT Manager, Service Manager, etc.

**Commented [20A46]:** This is only a recommendation; adjust frequency according to your company practices.

## 9. Appendices

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

[Job title]

[Name]

[Signature]

**Commented [20A47]:** Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.