



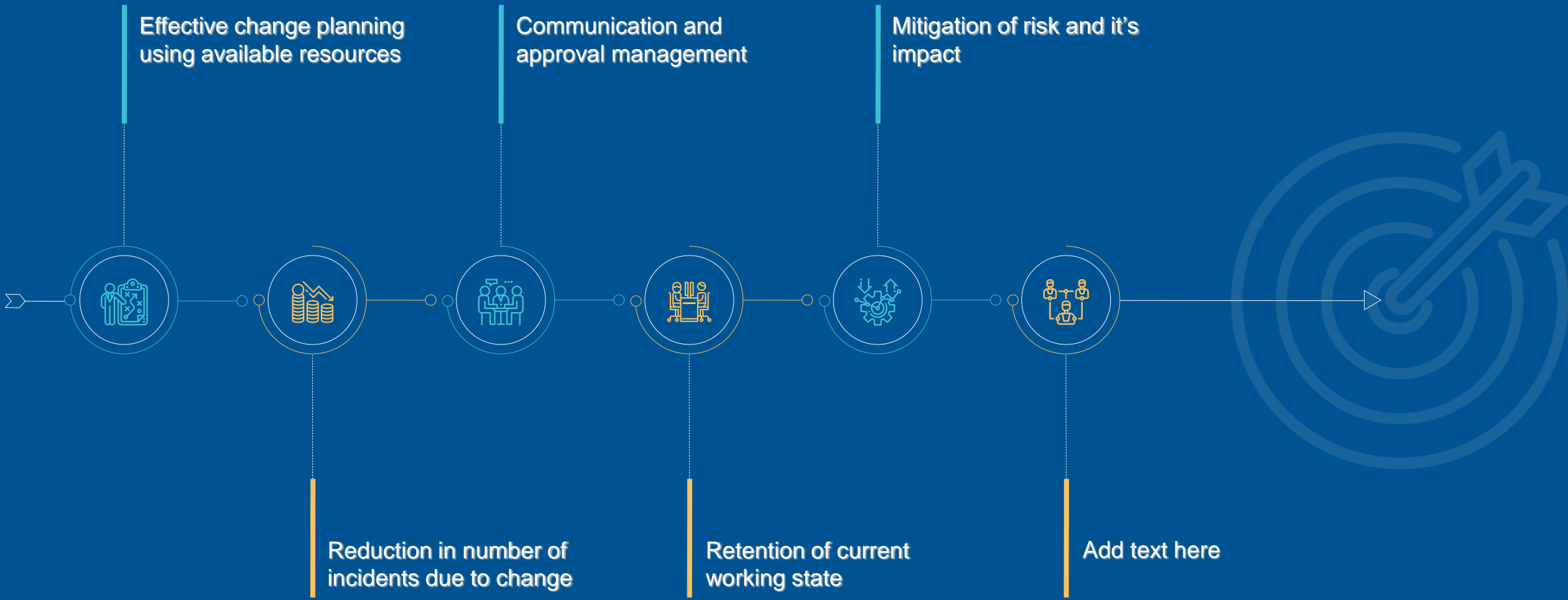
# Information Technology Infrastructure Library (ITIL) Change Management Process

Your Company Name

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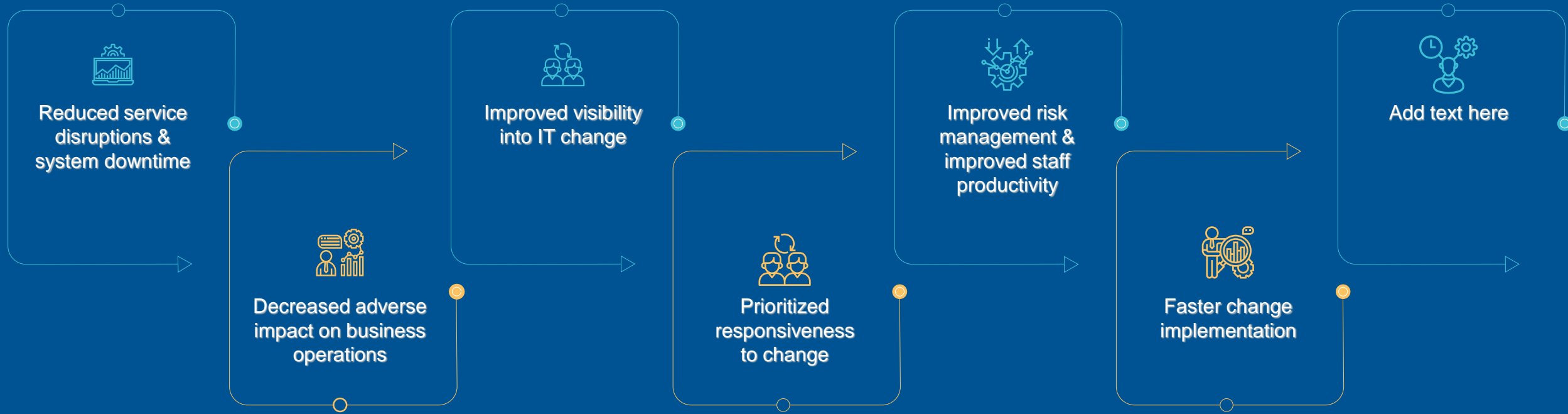
## Objectives of ITIL Change Management

The goal of ITIL Change management is to reduce risk and impact. Change management is in charge of approving any changes that are to be implemented. It safeguards the production environment while implementing a new change. You can display the objectives as follows:



## Benefits of Change Management

Change management, whether large or small, benefits all changes. People and organisations do not naturally adapt to change, so without proper management, you will likely encounter roadblocks and waste time and money. Change management is essential for implementing changes that stick. The following are some of the advantages of addressing change management at the organisational level:








# Change Management Roles & Responsibilities



## Roles



## Responsibilities

 <p><b>Assignee</b></p>	<ul style="list-style-type: none"> <li>○ Submit/ update the change management system's record with all relevant &amp; required information</li> <li>○ Allot enough time for analysis, stakeholder approvals and notifications before the planned implementation begins</li> <li>○ Provide detailed and accurate documentation for all proposed changes</li> </ul>
 <p><b>Peer Reviewer</b></p>	<ul style="list-style-type: none"> <li>○ Review the details of the change plan to ensure the technical steps planned are appropriate</li> <li>○ Review the back out and validation plans to ensure there is enough detail to be effective</li> </ul>
 <p><b>Group Manager</b></p>	<ul style="list-style-type: none"> <li>○ Review all changes for the Assignment Group for accuracy</li> <li>○ Ensure that the stakeholders are about the change plan at every step</li> <li>○ Work with the Change Manager when required to coordinate or validate the implementation schedule</li> </ul>
 <p><b>IT Director</b></p>	<ul style="list-style-type: none"> <li>○ For high risk changes, not related to an incident, approve, deny, or send changes back for more information</li> <li>○ Ensure that high risk changes are in alignment with the business' direction and strategy</li> </ul>
 <p><b>Change Manager/Process Owner</b></p>	<ul style="list-style-type: none"> <li>○ Record a change's final approval in the change management system</li> <li>○ Review the efficiency and effectiveness of the CM activity</li> </ul>

## Change Management Process Flow

The ITIL Change management process consists of several steps that record every detail about a change request for future reference. Before the change is deployed, these processes ensure that it has been validated and tested. The flow looks something like this:



# ITIL Change Management Implementation Checklist

How do you know if your change management is implemented or not? A checklist might help. Have yours handy and leave no room for confusion. Check one below:

- 
Define workflows to execute set processes
- 
Define success factors and metrics to measure
- 
Create, modify, resolve, and close change requests
- 
Implement ITIL or other industry best practice frameworks
- 
Support release and deployment management as part of the change process
- 
Reschedule changes if conflicts exist
- 
Add text here



# Our Mission

A mission statement is important because it provides a concise strategy and philosophy that applies to any situation within a company. Mission statements encourage people to think critically about the influence their actions will have on company goals in both the long and short term. Having a clear mission statement helps people consider how the company could grow in different contexts while still upholding their values.



## Vision

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## Mission

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## Goal

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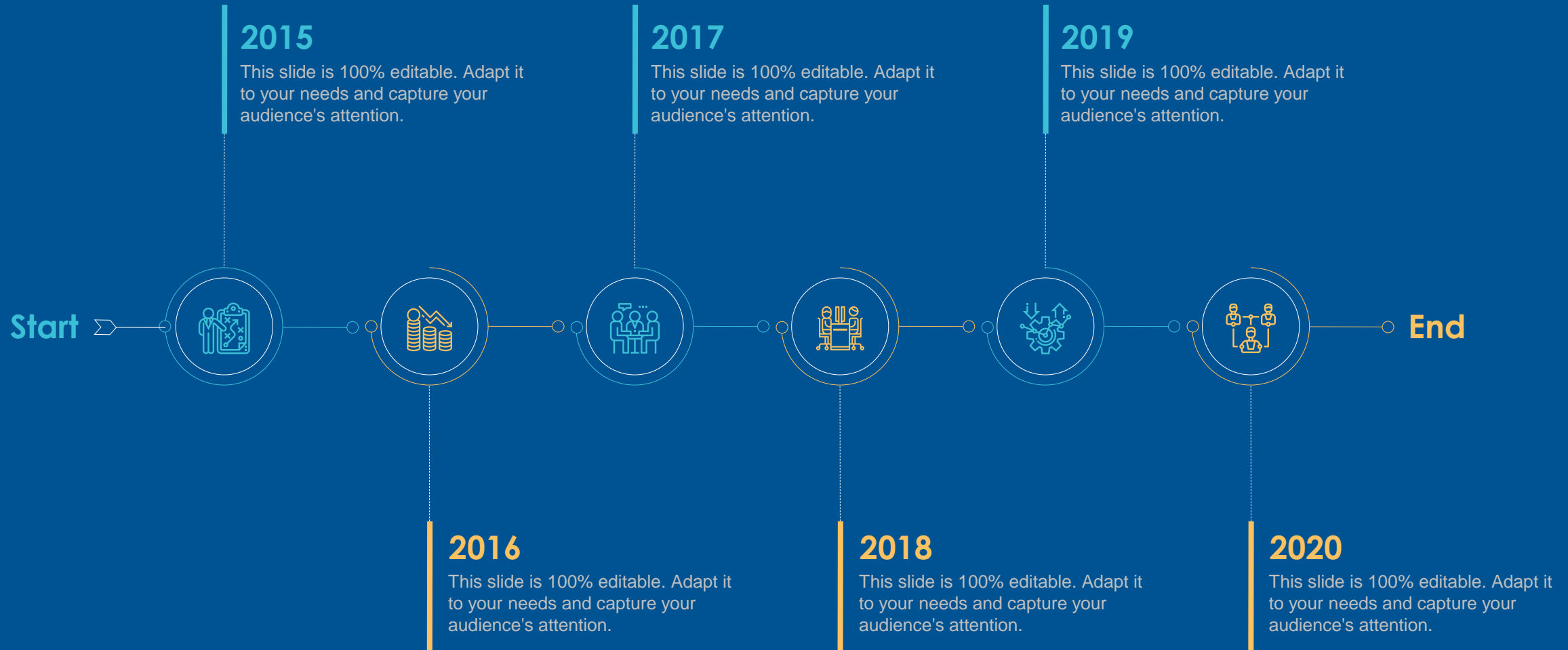


## Strategy

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# Timeline

Showcase how you started, how you're going, and where you tend to reach, in a most spectacular way.





# FAQs On ITIL Change Management

- **What are the three changes as per ITIL?**
- **Standard change-** A low-risk, pre-authorized change that is well understood and fully documented and can be implemented without additional approval.
- **Normal change-** A change that must be scheduled, assessed, and authorised in accordance with a standard procedure.
- **Emergency change-** A change that must be implemented as soon as possible without strictly adhering to the standard procedure.
  
- **What are the four types of change?**
- **Mission changes-** Sometimes companies need to change the direction to survive. That is called mission change.
- **Strategic changes-** It is a change in how company tackles their respective problems.
- **Operational changes-** It is the change in the structure of the company.
- **Technological changes-** It is basically the change that affects all the employees.

## •What are the four P's in the change management?

Leveraging the 4P's—project, purpose, particulars and people—is a great way to help any audience see the connection between change management and achieving results.

The 4 P's Exercise is an activity you can complete anytime, anywhere to jumpstart a discussion on change management. All you need is a sheet of paper and an organizational project or initiative your audience cares about.

## What are the five steps in the change management process?

- 1- Prepare the organisation for change.
- 2- Craft a vision and plan for change.
- 3- Implement the changes.
- 4- Embed changed within company culture and practices.
- 5- Review progress and analyse results.

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## About Us

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