

- x Reduce frequency of unplanned service interruptions
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- x Improved risk assessment and mitigation
- x Establish better understanding of potential user impact
- x Assure that all proposed changes are evaluated for their benefits~~risks~~ and that all impacts are considered.
- x Prioritize changes so that limited resources are allocated to those changes that produce the >>BDC q 0

- x Evaluate the request based on its practicality and priority
- x Determine whether the request is reasonable and to give feedback related to the request.
- x Practical requests will be evaluated according to the originator of the request, the impact that making a change would have on the university, the estimated return on any investment made in relation to the request, and the resources that are needed to fulfill the request.

Planning the Change

Plan the change as if it is going to occur. A change plan outlines the course that the change will take, the resources that are needed to complete the change, and a timeline for implementation.

Testing the Change

If a change relates to debugging software or otherwise changing a system, department may need to test the change before it is approved. A suitable test will demonstrate the procedure to be followed in case the change request is approved. Testing the change also gives the opportunity to work out any problems in the procedures that may develop.

Creating a Change Proposal

A change proposal outlines the type of change, the priority associated with a change request, and the outcomes that could occur if the change is not made. A change proposal will be given to the person empowered to authorize the change, so it is important that they provide a thorough explanation of why a change needs to be made. For example, a change with a priority level may result in outages that will affect customers and result in revenue losses. People who authorize changes must be aware of the severity of the impact.

Implementing Changes

Implementing a change is not a simple process. The change has to be built during the planning process, and implementation is just one step in the change management process. Once the change has been made, tests must be done to determine whether the desired results have been achieved. If the change is not successful, remediation methods may be used to determine what went wrong and to implement a backup plan to alleviate the issues that necessitated the change request.

Reviewing Change Performance

The postimplementation review is an essential part of the change management process. As an IT professional it is important to understand whether the change procedures are working as expected. This includes reviewing records to determine whether the change was successful or failed, and recording details about the time and expense of the change to determine the accuracy of estimates that were made before a request was fulfilled. Reviewing change performance gives the opportunity to fine tune the proposed change management process for better results in the future.

Concluding the Process