

IT Change Management Process SLA Document

1. Purpose

The purpose of this document is to define the Service Level Agreements (SLAs) and guidelines for the IT Change Management process to ensure effective, efficient, and controlled changes within the IT environment.

2. Scope

This SLA covers all planned and emergency changes to any IT infrastructure, application, or system managed by the organization.

3. Definitions

Term	Definition
Change Request (CR)	Formal proposal for a modification to any IT system or service.
Normal Change	Standard change following the full approval process.
Emergency Change	Change required to fix an incident causing major disruption.

4. Roles & Responsibilities

- Change Requester:** Submits the change request and provides relevant information.
- Change Manager:** Reviews, schedules, and coordinates changes.
- Change Advisory Board (CAB):** Approves major and high-impact changes.
- Implementation Team:** Executes approved changes.

5. Change Categories & SLAs

Change Type	Response Time	Resolution Time	Approval Required
Standard	1 business day	3 business days	Change Manager
Normal	1 business day	5 business days	CAB
Emergency	2 hours	6 hours	Change Manager

6. Change Management Process

- Change request submission
- Initial review and categorization
- Assessment and impact analysis
- Approval process
- Scheduling and communication
- Change implementation
- Post-implementation review
- Closure

7. SLA Monitoring & Reporting

Compliance with SLAs will be monitored on a monthly basis. Reports will be generated and reviewed by the Change Manager to identify areas for improvement.

8. Review and Revision

This document is reviewed annually or as required due to significant changes in the change management process.