Change Management SLA Document Sample

1. Introduction

This Service Level Agreement (SLA) outlines the processes, responsibilities, and performance expectations for Change Management within the organization.

2. Objective

The objective of this Change Management SLA is to ensure all changes to IT services and infrastructure are managed efficiently and with minimal risk and impact to service quality.

3. Scope

This SLA applies to all changes raised, assessed, authorized, implemented, and reviewed within the IT department.

4. Stakeholders

- Change Requester
- Change Manager
- Change Advisory Board (CAB)
- IT Operations Team

5. Change Types

- **Standard Change:** Low-risk, pre-authorized, routine changes.
- **Normal Change:** Non-emergency changes that require assessment and approval.
- **Emergency Change:** Urgent changes needed to resolve an incident or prevent major impact.

6. Change Management Process

1. Submission of Change Request
2. Change Assessment & Categorization
3. Approval by CAB or designated authority
4. Planning & Scheduling
5. Implementation
6. Post-Implementation Review
7. Closure

7. Service Levels & Targets

Change Type	Assessment Time	Implementation Timeframe	Success Rate Target
Standard	Within 1 business day	Within 2 business days	>= 99%
Normal	Within 2 business days	As scheduled (typically within 5 business days)	>= 97%
Emergency	<= 2 hours	Immediate	>= 95%

8. Roles & Responsibilities

- **Change Requester:** Submit and provide details for proposed changes.
- **Change Manager:** Oversee and coordinate change process.
- **CAB:** Review and approve/reject changes.

- **IT Operations Team:** Execute approved changes as per schedule.

9. Review & Reporting

- Monthly review of change records and SLA performance.
- Incident and problem records linked to failed changes to be analyzed.

10. Review Cycle

This SLA will be reviewed annually, or as significant process changes occur.

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Change Manager

Date: _____

_____

IT Head / CAB Chair

Date: _____