

IT Change Management Policy Example

1. Purpose

The purpose of this policy is to ensure that all changes to IT systems, services, and infrastructure are managed efficiently, with minimal risk to business operations and in compliance with regulatory requirements.

2. Scope

This policy applies to all IT-related changes including software, hardware, network, and configuration changes within [Organization Name].

3. Definitions

- Change:** Any modification to IT systems, services, or infrastructure.
- Change Request (CR):** The formal proposal for a change.
- Change Advisory Board (CAB):** Group responsible for evaluating and approving changes.

4. Change Classification

Type	Description	Approval Required
Standard	Pre-authorized, low-risk, routine changes	IT Manager
Normal	Non-emergency changes with potential risk	CAB
Emergency	Urgent changes required to fix critical issues	Immediate Supervisor & IT Manager

5. Change Management Process

- Initiate Change Request:** Submit a Change Request (CR) describing the change, impact, and rollback plan.
- Assessment:** The CR is reviewed for risk, impact, and resource requirements.
- Approval:** Obtain required approvals based on change classification.
- Implementation:** Schedule and implement the change as approved.
- Review:** Post-implementation review to evaluate results and lessons learned.
- Documentation:** Update relevant system and process documentation.

6. Roles and Responsibilities

- Change Requestor:** Submits and documents the change request.
- IT Manager:** Reviews and approves standard changes; escalates as needed.
- CAB:** Evaluates and approves normal changes.
- Implementation Team:** Executes approved changes as per schedule.

7. Policy Compliance

Non-compliance with this policy may lead to disciplinary actions up to and including termination, and may expose the organization to risks or regulatory penalties.

8. Review and Revisions

This policy is to be reviewed annually or upon significant IT changes, regulatory updates, or organizational restructuring.

Document Control

Version	Date	Author	Change Description
1.0	2024-06-15	IT Department	Initial Release