Change Management: Changes Are Coming, Are You Ready?

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Process Maturity Model

- **Ad-Hoc**
  - Processes unpredictable, poorly controlled; reactive.

- **Repeatable**
  - Processes planned, documented; often reactive.

- **Defined**
  - Processes defined at the organizational level; proactive.

- **Managed**
  - Processes controlled using quantitative techniques.

- **Optimized**
  - Process performance continually improved.
What is a Change?
How we defined change…….

● Defined as:
  ○ A change is the addition, removal, or modification of anything that might have an impact on the delivery of an IT service.

● Change Types
  ○ Standard Change
  ○ Normal Change
  ○ Emergency Change
Why is Change Management Important?
Why we think it is important……

Change management is a control process that helps the IT organization meet changing business needs in a timely way while stabilizing the IT services and infrastructure that need to change in order to meet those needs.
How do you get started?
Factors we recommend considering.....

- Keep it simple
- Identify what matters to your organization
- Get buy in
- Find a right size model
- Identify resource limitations & develop a process that leverages/acknowledges those limitations
- Identify what is in scope
How do you improve your Change Management Process over time?
Process Improvement/Maturity

- Perfection is never found in any process.
- To ensure that people continue to use the change management process and get value from it, teams must routinely check-in to determine how to adjust the process as our technologies and services change.
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