

SOP: Change Management Process and Documentation

This SOP details the **change management process and documentation**, covering the identification, evaluation, approval, implementation, and review of changes within an organization. It ensures systematic handling of changes to minimize risks, maintain compliance, and enhance operational efficiency through clear documentation, stakeholder communication, and post-implementation evaluation.

1. Purpose

To establish a standardized process for managing organizational changes while ensuring all changes are documented, evaluated, and communicated effectively to minimize disruption and risk.

2. Scope

This SOP applies to all employees and contractors involved in initiating, managing, or being affected by organizational changes, including but not limited to process, technology, infrastructure, and policy changes.

3. Responsibilities

Role	Responsibility
Change Requestor	Identifies need for change and submits change request with supporting documentation.
Change Manager	Coordinates the change process, ensures documentation, risk assessment, and communication with stakeholders.
Change Advisory Board (CAB)	Reviews, approves/rejects, and prioritizes change requests.
Implementation Team	Executes approved change, tests results, and documents activities.
Process Owner	Ensures proposed changes align with business objectives and policies.

4. Procedure

- Change Identification**
 - Anyone can identify a need for change (user, process owner, auditor, etc.).
 - Complete the *Change Request Form* (see Appendix A).
- Change Logging**
 - Submit completed form to Change Manager.
 - Change request logged in Change Management System with unique reference number and date.
- Change Assessment & Impact Analysis**
 - Change Manager reviews request for completeness.
 - Risk and impact analysis conducted (operational, security, compliance, timeline, cost).
 - Stakeholder analysis performed.
- Change Approval**
 - Change Advisory Board (CAB) reviews the request and analysis.
 - Approval, conditional approval, or rejection documented.
- Communication & Scheduling**
 - Communicate decision to requestor and stakeholders.
 - Assign implementation date and responsible team(s).
- Change Implementation**
 - Implement change according to approved plan and schedule.
 - Document activities, issues, and resolutions.
 - Test system/process post-implementation.
- Post-Implementation Review**
 - Evaluate effectiveness, document any deviations, issues, or lessons learned.
 - Update documentation, train stakeholders if needed.
- Closure**

- Change Manager updates Change Management System with outcomes.
- Formal closure of change request.

5. Documentation Requirements

- Change Request Form
- Risk and Impact Assessment Report
- Approval Record (CAB minutes or electronic approval log)
- Implementation Plan and Logs
- Testing Evidence/Validation Reports
- Post-Implementation Review Report
- Change Closure Record

6. Communication

All stakeholders impacted by the change must be informed at each stage (request, approval, schedule, implementation, completion). Communication methods may include email, meetings, intranet postings, or direct briefings.

7. Review and Revision

This SOP shall be reviewed annually by the Change Manager and updated as necessary to reflect process improvements or regulatory changes. All revisions must be approved by the CAB.

Appendix A: Change Request Form Template

Field	Description
Change Request ID	Auto-generated unique reference number
Title	Brief name for the change
Requested By	Your name and department
Date Submitted	Date of submission
Description of Change	Detailed description of what is being changed and why
Reason/Justification	Business, legal, technical, or process reasons
Proposed Implementation Date	Requested date/timeline for implementation
Potential Impact/Risk	Briefly describe risks, impacts on operations, other processes, stakeholders
Attachments	Supporting documents (if any)

Revision History

Date	Version	Description	Author
2024-06-30	1.0	Initial SOP release	Change Manager Name