SOP Template: Change Management Procedures

This SOP details the **change management procedures** necessary to systematically manage changes within an organization. It includes the process for identifying, evaluating, approving, implementing, and reviewing changes to minimize risk and ensure consistency. The procedures cover roles and responsibilities, communication protocols, documentation requirements, impact assessment, and post-implementation monitoring to maintain system stability and business continuity.

1. Purpose

To ensure all organizational changes are managed in a controlled and systematic way, minimizing risk and impact on services while maximizing positive outcomes.

2. Scope

This SOP applies to all changes affecting processes, systems, applications, infrastructure, policies, and procedures within the organization.

3. Definitions

Term	Definition
Change	Any modification, addition, or removal that could affect services or processes.
Change Owner	Individual initiating or responsible for the change.
Change Advisory Board (CAB)	Group responsible for assessing, approving, and prioritizing changes.

4. Roles and Responsibilities

- **Change Owner:** Initiate change, complete required documentation, coordinate implementation, and conduct post-implementation review.
- **Change Manager:** Oversee change management process, facilitate CAB meetings, maintain the change log.
- **CAB Members:** Review, evaluate, and approve/reject changes based on impact, risk, and business priorities.
- **IT/Operations Teams:** Implement approved changes, communicate status updates, and report issues.
- **Users/Stakeholders:** Provide feedback and report issues post-implementation.

5. Procedure

1. **Identification**
   - Change Owner identifies and documents the need for change.
   - Complete the Change Request Form (see Appendix A).
2. **Evaluation & Impact Assessment**
   - Assess the business, technical, and security impact of the change.
   - Determine resources, dependencies, and risks.
3. **Approval**
   - Submit change request to Change Manager/CAB for review.
   - CAB evaluates change, requests clarification if needed, and approves or rejects.
4. **Communication**
   - Notify affected stakeholders and users of the upcoming change, including scheduled date/time, expected impact, and contact information.
5. **Implementation**
   - Implement the approved change according to the project plan.
   - Document actions taken and update configuration or process records.
6. **Post-Implementation Review**
   - Verify success criteria, monitor for issues, and solicit user feedback.
   - Conduct a lessons learned review and update documentation as necessary.

6. Documentation Requirements

- Change Request Form with clear description and justification.
- Impact and risk assessment report.
- Approval records from CAB or Change Manager.

- Communication logs/notifications.
- Implementation checklist and outcome report.
- Post-implementation review summary.

7. Communication Protocols

- Communicate all changes to potentially affected users at least 24-48 hours before implementation.
- Provide regular updates on change status to stakeholders.
- Immediate reporting of any incidents or service interruptions resulting from a change.

8. Post-Implementation Monitoring

- Monitor impacted systems or processes for instability or issues.
- Collect feedback and incident reports for 7-30 days post-change (as warranted by risk/impact).
- Document and escalate residual issues or the need for rollback if required.

9. Appendix A â€" Change Request Form (Example)

Field	Description
Change Title	Short title for the change
Requested By	Name/Department
Date	Request submission date
Description	Detailed description of proposed change
Business Justification	Reason for the change
Impact Assessment	Risks, affected systems/processes, stakeholders
Planned Implementation Date	Target date/time for change
Approvers	Names/roles of approving authority