CHANGE MANAGEMENT REVIEW PROCESS TEMPLATE

Uncontrolled or poorly managed changes can introduce vulnerabilities, leaving systems exposed to potential cyberattacks, data breaches, or operational disruptions. These steps will help to reduce risks brought by changes.

01

Business Requirements

- Why is the change Needed? What are the Benefits? - Clearly articulate the purpose of the change, highlighting its necessity and expected benefits to the organisation or system.
- Details of the Change - Provide a thorough description of the proposed change, ensuring all relevant technical and operational specifics are included.
- Change Requesters - Identify the individuals or teams requesting the change. Include their roles and responsibilities in the process to ensure accountability.
- Implementation Timeline - Define the desired implementation date or time frame for the change. Ensure the timeline is realistic and aligns with broader project goals.

02

Impact Assessment and Communication Plan

- Impact on Systems and Processes - Evaluate the potential impact of the change on upstream and downstream systems and processes. Address how these dependencies will be managed.
- Consider any compliance or regulatory impact.
- Communication - Document how the change has been communicated to stakeholders, including relevant individuals or groups who must approve the change. Include feedback received during the impact assessment process.

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03

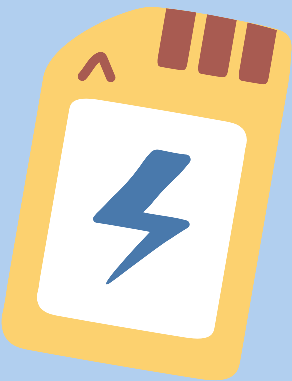
Risk Assessment and Documentation

- Evaluate potential risks associated with the change, including worst-case scenarios. Consider the impact on Confidentiality, Availability, and Integrity of systems or data. Ensure these risks are thoroughly identified, mitigated as appropriate and documented.
- Outline measures taken to mitigate identified risks, with particular focus on tier one and other important systems.

04

Backup

Include steps to ensure data is backed up and integrity is verified before implementing the change.



05

Deployment Plan

- Detailed Steps for Deployment - Provide a step-by-step deployment plan, ensuring clarity and precision. Include roles, responsibilities, and timelines.
- Rollback Procedures - Develop a robust rollback plan to revert changes in case of issues during implementation. Ensure the plan is well-tested and documented.

06

Testing

Test Plan and Results - Describe the testing methodology, including the scope, test cases, and expected outcomes. Document test results and any issues identified.

07

Approval Process

Sign-Off from Relevant Parties - Obtain approval from all impacted parties, ideally at the "Head of" level or above. Ensure all approvals are documented and aligned with governance policies.

08

Post change

Success/failure should be communicated to relevant stakeholders.

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