CAB (Change Advisory Board) in ITIL

CAB (Change Advisory Board) is a group of stakeholders responsible for evaluating and approving changes in an IT environment. It plays a crucial role in Change Management by ensuring that changes are assessed for risks, benefits, and impacts before implementation.

Role of CAB in ITIL Change Management

1. Assessing Change Requests – Evaluates the potential impact, risk, and feasibility of proposed changes.

2. Approving or Rejecting Changes – Ensures changes align with business goals and IT policies.

3. Minimizing Disruptions – Helps reduce service downtime by ensuring well-planned execution.

4. Ensuring Compliance – Verifies that changes follow security and regulatory requirements.

5. Stakeholder Communication – Keeps business

Role of ITIL and ITSM in the Software Industry

Both ITIL (Information Technology Infrastructure Library) and ITSM (IT Service Management) play a crucial role in the software industry by ensuring efficient IT service delivery, minimizing downtime, and improving software development and operations.

1. ITIL in the Software Industry

ITIL is a framework that provides best practices for managing IT services, ensuring that software applications are delivered, maintained, and improved efficiently.

Key Contributions of ITIL:

✔ Service Strategy – Aligns software services with business goals.

✔ Service Design – Helps in designing scalable and secure software solutions.

✔ Service Transition – Ensures smooth software releases, updates, and changes.

✔ Service Operation- make sure all is working as expected.