DeJanae Faison

M8.2 Dangers of Change Approval Process

Due 9.28.25

 “The Dangers of Change Approval Processes”

**What is the Change Approval Process?**

The Change Approval Process is referring to the process in change control of how a change to a system like updating the software or fixing a bug should be made and must be reviewed. It can consist of a team, the CAB or the Change Advisory Board and the approval can be made by the CAB lead (which can also be the project manager). This systematic manner of seeking and granting approvals ensures the requests meet the required criteria before proceeding. If working at a restaurant, it is like getting the ‘okay’ from the owner to order plates, adjust a schedule or even test a new menu item. It creates a clear hierarchy of management (whether you need to ask one person or multiple), and communication pipeline (how and who to approach in what order).

**Dangers**

There are several common pitfalls in the change approval process. Several resources mention how **CABs can be a bad thing**. One article mentioned how CABs are generally disliked by development teams as they are seen as a chronic frustration and addressed that change management is a burden on the digital product owners and the developers. They did not go into specifically why but with their tone in the article it seems to them CAB’s and snuff out creativity. Another article mentioned how the reliance on a centralized CAB to catch errors and approve changes can often cause a delay or make a further error than intended. Especially if they are not apart of the overall project, they may not understand the implications of the change.

With this increased chance of errors, whether it be from the CAB or another chain of command, the change approval **has increased risk of information errors overall**. This process leaves more room for critical details to go missing with a poorly managed change control. These errors can lead to another danger: **time wastage in the value stream**. These errors can delay product deployment/’slows your time to market’. The longer time waited or time taken for the process approval or errors made from it, the longer customers can ‘detest or ignore what you’ve built’. If the process if not clearly established, it can take a long time for circulating emails, paper documents to go through and it can take much longer if the approval is made more than one individual.

**Conclusion**

Though the Change Approval process does have its place, it can be a danger if a poorly control management system is in place. For example, the narrative in the DevOps handbook. When a fifteen-minute deployment cost Knight Capital over $400 million dollars. Poor change control resulting in poorly change approval. Not only does this demonstrate how every change done is impactful not only to the code but to the company it’s representing.

*Resources:*

*Breadcrumbs*. (2024). LaunchDarkly. <https://launchdarkly.com/guides/reconciling-change-management-and-continuous-delivery/the-downsides-of-heavy-change-management/>

Chai, W. (2021, May). *What is Change Control?* SearchDisasterRecovery. https://www.techtarget.com/searchdisasterrecovery/definition/change-control

*DORA | Capabilities: Streamlining Change Approval*. (n.d.). Dora.dev. <https://dora.dev/capabilities/streamlining-change-approval/>

Kim, G., Debois, P., Willis, J., Jez Humble, & Allspaw, J. (2021). The DevOps handbook : how to create world-class agility, reliability, & security in technology organizations. It Revolution Press, Llc.

‌pavel. (2018, December 21). *What is Approval Management – Benefits and Hidden Dangers*. CMW Lab Blog. <https://www.cmwlab.com/blog/approval-management-benefits-hidden-dangers/>