

CHANGE MANAGEMENT

# WHAT IS IT?

- The process of controlling change in an application
- Changes must be approved by the appropriate authorities
- Practiced to better secure applications
- Also to ensure breaks dont enter into the application
- Ideally, most changes wont have to go through any sort of change management process

# STANDARD CHANGES

- Low risk to stability
- Low risk to security
- Most of the time no approval is required
- Changes are made often
- Deployment is typically automated

# NORMAL CHANGES

- Moderate risk
- Requires review
- Could be reviewed by Change Advisory Board
- Request for approval must be filled out
- Required greater planning and coordination

# URGENT CHANGES

- Requires immediate attention
- Extremely high risk
- Likely to be rushed
- Likely to be prioritized
- Will require senior management approval

# MAXIMIZE STANDARD CHANGES

- Should be comprised of most of the changes
- Use automation to document these changes
- Take traceability into consideration
- seek pre-approval for changes

# HANDLING CHANGES

- Be thorough on all change forms
- Errors on the form will be sent back
- Look into automating form creation
- Describe the context of the change
- Explain the need for the change

# CASE STUDY

- SF had fewer releases occur between 2006 through 2007
- One release in 2007
- Transitioned to an agile approach
- Made a business decision to reduce lead times



# CASE STUDY CONT...

- Incorporated automated testing
- Forced continuous integration and deployments
- Took part in destructive eating to better understand how systems will fail
- Security was at the forefront of the project

# SOURCES

- Kim. G, et al. (2016). The DevOps Handbook - How to Create World-Class Agility, Reliability, & Security in Technology Organizations. IT Revolution Press LLC.