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Module 8.2

The Dangers of Change Approval Processes

The Change Approval Process involves the team individually approving the changes made within the program. By ensuring the changes don't cause any further complications to set back the overall development. This does come with some dangers that become unfortunate roadblocks within development. The first being manual error, followed by improperly evaluating the impact of a change and not applying a continuous improvement process.

To start, the manual error that comes with checking each change by hand factors in the human error. There is a chance that a change can go through where it may cause a small or large impact to the software potentially causing a larger setback than initially worked upon. The change to this is to implement an automated system to check for errors. This is much faster than what manual could be and it will finish the work at a much faster pace in comparison. The resistance to change from manual to automatic would be the main challenge one would have to face if there is a member of the management team that does not agree with the ideas of automation in that portion.

Improperly evaluation of the impact of a change can also be a danger in itself. The impact score is based on a few factors. Such as the costs of the change, how many customers are affected by this change, who were the ones involved in making the change and potential security risks. The general idea is the higher these numbers individually go on the list the higher the impact, it is a simple way of seeing the severity of the change if you look at it that way. Ideally you want to lower the impact of these individual changes and roll them out slower so that no major issues can happen if bugs arise after going to live servers. This way we can prevent a major catastrophe.

Lastly, the idea of continuous improvement. The idea here is following the metrics of the key processes within the system in place. Those such as the lead time and change fail rate would be taking priority in tackling for a better time. The goal here is to aim for a faster number by evaluating what potentially is the bottleneck in the process when performing a change. Once found the team will be educated and trained in how they may improve in areas where they are potentially slowing down in their processes.

There are various dangers within the change approval processes but each of these dangers can be properly gone after to aid in fixing up the program. The goal is to lessen the total errors we may face as well as increase the overall speeds at which the changes go through. As well as prevent the potential severity of changes that might occur if the impact isnt taken into account. Soon as the processes can reach their peak speeds then it can be considered a well maintained and improved process.

Resources:

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

Komarova, M. (2023, October 4). *How to fix broken and slow expenditure approval processes | ApprovalMax*. ApprovalMax. https://blog.approvalmax.com/how-to-fix-approval-processes-2/

Myndbend. (2020, April 14). *Guide to the IT change Requests Approval process*. Myndbend. https://www.myndbend.com/guide-to-the-it-change-requests-approval-process/

Timon. (2024, August 13). *Why your change process is too slow – and how to fix it*. TOPdesk - EN. https://www.topdesk.com/en/blog/change-proces/