Jeremiah Kellam

CSD380 Module 8.2 Assignment

7/22/2024

The Dangers of Change Approval Processes

Change approval is a process to ensure that modifications to a system are vetted and risk is reduced that errors or system instability could occur. These process changes could introduce challenges and danger rather than mitigate them as intended. There are parts of the change process that Tommie Singleton defines are integral parts. A change process must have a steering committee to provide oversite for investments in time and money to make sure they align with the overall strategy of a business. The committee would track the status of current projects and handle conflicts that occur for resources. The steering committee would also monitor the services provided and how improvements are having an effect. Control of the change process can incur disruptions or data errors due to inaccurate specifications or bad assessments. The amount of rework to the infrastructure is too great due to poor change specifications. Also, the number of residual changes needed after the formal change process has occurred (Singleton).

Consequences of all things going wrong during a change process can accrue to a hefty sum in both time and money to correct poorly executed change. These costs could be delays, missed milestones, blown budgets, rework, and loss of work for a project team. While risks could include leadership or user resistance, projects getting put on hold, resources not available when needed, failure to deliver, and finally abandoning a project (Creasey).

Geoff Wagner’s article expands on the DevOps Backlog Dilemma that shows when change processes aren’t managed properly, a backlog can occur that stalls innovation and delivery of promised services. Having many contributing factors, he lists a few at the top. Limited DevOps team capacity can be just like not having enough bandwidth, you can’t handle the requirements required to run projects or manage change. Architectural evolutions could lead to overly complex tasks that used to be simple and streamlined. Business needs of rapid adaptation end up hurting the bottom line by not performing as required. And lastly, tickets for support requests is restricting uptime and contributing to the backlog (Wagner).

Change approval processes are designed to safeguard systems from these risks. Poor implementation and execution can lead to the fallout of image and repour with customers or users that may snowball in to job loss and not just project abandonment. Agile steps, DevOps, and systematic change approval process are a part of the whole picture that allow a change process to succeed and gain user buy-in and support.

Reference(s):

Creasey, T. (2024, March 2). The Costs and Risks of Poorly Managed Change. Prosci.com. <https://www.prosci.com/blog/the-costs-risks-of-poorly-managed-change>

Singleton, Tommie W. (2011, September 1) Auditing IT Risk Associated With Change Management and Application Development. Isaca.org. <https://www.isaca.org/resources/isaca-journal/past-issues/2011/auditing-it-risk-associated-with-change-management-and-application-development>

Wagner, Geoff (2024, February 5). Navigating the rapids of DevOps change management. Valewood DevOps Consulting. <https://www.valewood.org/topics/devops/learn/delivery/change-management/>