Here’s the **comprehensive sentence-by-sentence study note breakdown** of your *“Change Management Notes”* document, formatted professionally for Word, numbered for clarity, and ensuring no critical information is omitted.

**Change Management – Study Notes**

1. **Purpose of Change Management**
   * Main goal: **Maximize successful IT changes** by:
     + Properly assessing risks.
     + Authorizing changes before implementation.
     + Managing the change schedule for coordination.
   * Ensures changes are deliberate, approved, and scheduled to minimize negative impact.
2. **Balancing Benefits vs. Risks**
   * Every change introduces **risk of failure**.
   * Need to weigh the **benefits of the change** against the **potential adverse effects**.
   * Stability vs. innovation: New features bring value but can disrupt systems.
3. **Scope of Change Management**
   * Defined by organizational **governance, policies, and procedures**.
   * Includes:
     + IT infrastructure
     + Applications
     + Documentation
     + Processes
     + Supplier relationships
     + Any element impacting products or services.
4. **Definition of a Change**
   * Addition, modification, or removal of **anything** that directly or indirectly affects IT services.
5. **Three Types of Changes**
   * **Standard Change**
     + Preauthorized and low risk.
     + Implemented without further approval.
     + Well-understood and common (e.g., replacing a keyboard).
     + Still documented and updated in asset management records.
   * **Normal Change**
     + Requires approval from a **change authority**.
     + Risk level determines approval hierarchy:
       - Low/medium risk → supervisor or manager approval.
       - High/major risk → senior-level approval.
     + Examples:
       - Upgrading SSD size (medium risk).
       - OS upgrade for servers (major change requiring extensive planning).
     + Normal change plan
       - Schedule
       - Plan it
       - Timing
   * **Emergency Change**
     + Needed for immediate problem resolution (e.g., server failure).
     + Approved quickly via **Emergency Change Advisory Board (ECAB)**.
       - This is where we get people together who know about the issue and know how to solve it.
       - Quickly deciding on how risky it is, quick assessment.
       - IT director must decide to approve or disapprove of this change because we are now in an emergency, and we need to get the server back online.
     + Bypasses normal processes but still documented after resolution.
     + Must avoid overuse; only valid when urgent repair is required.
6. **Emergency Change Misuse Prevention**
   * Not all urgent requests are true emergencies—lack of planning does not qualify.
   * Define clear emergency criteria: Typically, when something is broken and must be restored quickly.
7. **Change Authority**
   * Person or group responsible for authorizing changes.
   * **Decentralized model**: May have multiple authorities (e.g., **pair programming** where peers approve each other’s changes).
   * **Centralized/formal model**: Higher control for large systems/networks; authority approves and schedules changes.
8. **Change Schedule: Helps plan the changes and assists in communicating such changes to the stakeholders to avoid conflicts.**
   * Formal timetable for planned changes.
   * Communicates planned downtime and change activities to stakeholders.
   * Prevents conflicts, ensures resource allocation, and improves preparedness.
   * Example: Website server upgrade scheduled with advance notice to users and technical staff.
9. **Importance of Planning and Coordination**
   * Scheduling changes in advance ensures technicians are available and risks are mitigated.
   * Allow resource allocation for immediate recovery if something goes wrong.
10. **Summary Principle**
    * Change management maximizes IT change success by:
      + Managing and accessing risk.
      + Authorizing changes via the correct authority.
      + Scheduling changes for transparency and readiness.