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

**Conducting Change Management – Study Notes**

1. **Initiating a Change Request**
   * Changes begin with a **Change Request Form** (paper, electronic, or web portal).
   * Form fields vary by organization but generally include:
     + Description of the change.
     + Justification for the change.
     + Proposed approach to implementation.
   * Change requests are generated when:
     + Fixing a fault.
     + Addressing a new business need/process.
     + Improving an existing system.
2. **Step 1 – Writing the Change Request**
   * Provide **clear description** (e.g., “Replace 1TB HDD with 2TB SSD for Jason’s workstation”).
   * State **reason/purpose** (e.g., need for more space and faster performance for video editing).
   * Optional: Include **proposed solution** (e.g., purchase SSD, migrate files, install into system).
   * Specify **urgency** (High, Medium, Low), request date, desired completion date, and request originator.
3. **Step 2 – Change Assessment**
   * Requests are evaluated on:
     + **Scope** – How widespread is the change? (Small = one workstation; Large = entire OS upgrade).
     + **Risk** – Potential negative impacts (e.g., downtime, cybersecurity vulnerabilities).
     + **Schedule** – Time required and impact on current commitments.
     + **Cost** – Financial expenditure (small hardware upgrade vs. large infrastructure change).
   * Additional considerations: Dependencies (e.g., software compatibility before OS upgrade).
   * Assessment results in a **risk rating** (High, Medium, Low) – this is a recommendation, not approval.
4. **Step 3 – Change Advisory Board (CAB) Review**
   * CAB composition: Technical experts, business experts, senior leadership (Change Authority).
   * Frequency: Often weekly, reviewing multiple requests (5–50 changes).
   * Possible outcomes: Approve, Deny, Postpone (due to dependencies or blocking issues).
   * Final decision made by **Change Authority** (e.g., IT Director, CIO).
   * Approved changes proceed to **implementation planning**.
5. **Implementation Planning**
   * Approved changes are scheduled on the **Change Schedule**.
   * Plan includes:
     + Step-by-step implementation process.
     + **Rollback/Back-out Plan** – Steps to revert if change fails.
   * Example: If SSD installation fails, reinstall old HDD to restore operations.
6. **Rollback/Back-out Planning**
   * Essential for all major changes.
   * Examples:
     + Replace failed router with previous unit.
     + Restore old OS from backup if upgrade fails.
   * Often presented to CAB for review in large changes.
7. **Risk Mitigation via Sandbox Testing**
   * Test major changes in a **controlled environment** before full rollout.
   * Example: Windows 7 → Windows 10 migration tested on small group before spiral deployment (5 → 10 → 50 → 100 → 500 → 1,000 → 5,000 → 15,000 users over 3 weeks).
8. **End User Acceptance**
   * Final stage ensures users can operate the updated system.
   * Process includes:
     + User Acceptance Testing (UAT).
     + Training and educational resources prior to change (e.g., videos, guides).
   * Prevents post-change confusion and reduces help desk load.
   * Example: Pre-training before Microsoft Office version upgrade to avoid Monday morning support spikes.
9. **Best Practices Summary**
   * Maintain a **formal, documented process** managed by responsible staff.
   * Key stages:
10. Change Request submission.
11. Risk analysis (Scope, Risk, Schedule, Cost).
12. CAB review and approval.
13. Implementation with rollback plan.
14. End user acceptance and training.
    * Rollback plan ensures **recovery to last known good state** if change fails.