

2.3 Change Management

As you study this section, answer the following questions:

- What are the main steps in the change management process?
- What information is generally required on a change order form?
- What information should you provide as part of the risk analysis?
- What is a change board's purpose?
- Why is it critical to obtain written approval of changes?
- What are the benefits of taking the time to go through a change management process?

In this section, you will learn to:

- Go through the change management process to request changes to a project

Key terms for this section include the following:

Term	Definition
Backout plan	A plan for returning affected systems and hardware to their original state if a new implementation fails.
Change board	A predetermined group of people that must approve proposed changes to a project that is underway.
Change management	The process of regulating changes to a project once it is underway.
Change order form	A form that must be completed and submitted to a change board to request permission to change a project's purpose, scope, schedule, budget, team, or other significant component.
Scope	The extent of a project, area, or subject; what is included and what is not.

This section helps you prepare for the following certification exam objectives:

Exam	Objective
CompTIA 220-1102	<p>4.2 Given a scenario, implement basic change management best practices.</p> <ul style="list-style-type: none">■ Documented business processes■ Purpose of the change■ Scope the change■ Risk analysis■ Plan for change■ End-user acceptance■ Change board<ul style="list-style-type: none">■ Approvals■ Backout plan■ Document changes

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