



Types of Changes

ITILv3 Foundations

<http://www.jasondion.com>

Three Types of Changes

- Normal changes
- Standard changes
- Emergency changes



Normal Changes

- Change that has a uniqueness to them that represents a higher risk or uncertainty of outcome
- The default type of change that occurs, whereas Emergency and Standard are variations on the Normal Change procedures
- Example:
Adding a new server or service



Standard Changes

- Typical day-to-day changes that are low-risk and well understood
- Utilizes a shorter version of the Normal Change procedures
- Minimizes bureaucracy and quickly satisfies customer needs
- Example:
Moving a workstation to an office



Emergency Changes

- Address unforeseen operational issues, such as failures, security threats, and vulnerabilities
- Rapid change is required to continue the business operations
- Emergency changes should still follow the documented procedures, they use Emergency Change Management process

