

John Garcia's Module 8.2 Assignment

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The change approval process can be defined as the step in the change request process where the changes are evaluated, by the approving officials, to either be approved or rejected. The change request process is a process that all code changes go through that involves a series of steps that outline the typical workflow for a change, that includes a proposal, impact map, and official approval before the change is finally implemented (Brigden, 2024). These two processes are important to maintain a reliable change process that helps to avoid unnecessary application downtime due to issues with changes, which indirectly increases efficiency. That being said, if these processes are not correctly implemented, they can introduce significant dangers that increase inefficiency in the code change process.

The common issues with implementation of the change approval process specifically that cause an increase in inefficiency are outdated approval methods, inefficient approval methods, misaligned incentives, lack of standards, poor communication, and siloed teams (Stahnke, 2021). The biggest issues with the approval process that seems to cause inefficiencies seem to be the amount of approvals that a change needs to go through before it is approved, which can vary widely from company to company. The inefficiencies that are caused by these outdated and inefficient approval methods, that often require multiple approvals before a change is approved, can lead to a 9x increase in inefficiency for the change approval process compared to more streamlined methods (Stahnke, 2021).

One of the approval methods that can be described as outdated, or even inefficient, relies on a centralized change approval board (DORA, n.d.). The sole purpose of the change approval board is to find errors and approve or reject changes (DORA, n.d.). While this sounds like a positive group to have, these groups often introduce more errors than they save. The change

approval board is often composed of members that are far removed from understanding the change, which means they also do not understand any implications those changes may cause, which can lead to more errors and required changes (DORA, n.d.).

If there is ever an organization that is faced with stability problems in production, they often opt to add a more strenuous process to their change approval process (DORA, n.d.). This is often a mistake as studies show that this effort to increase stability introduces new problems in the form of increased lead time and batch sizes (DORA, n.d.). It is instead better to make the change approval process faster and safer (DORA, n.d.).

From my personal experience as a junior developer, I can attest to a more strenuous change approval process causing delays in getting my changes approved and deployed to production. Instead I have noticed when the change approval process was trimmed down, and instead some automation was implemented to replace the tasks of 3 people, the changes were quicker to be approved and often had less errors. There is only one person who has the authority to approve or reject a change in my company's current workflow, which is the director of technology. We do allow all people to bring up concerns with a change, if any, but he has final say. This has worked really well, and since we have implemented this method of change approval, task workflow has increased by nearly 40%!

The change approval process is a step in the change request process that sees a change approved or rejected. This step can significantly reduce change efficiency if it is not implemented with a conscious awareness of inefficiency causes. These causes are mostly comprised of inefficient approval methods such as a misaligned change approval board or the implementation of a more strenuous change approval process. In my personal experience, to

avoid these issues a lightweight change approval process was implemented that leans on the director of technology as the sole authority for approvals and rejections.

Resources

Brigden, B. (2024, March 10). *Mastering change request management: Understanding its essentials, Tips, and best practices*. The All In One Project Management Platform.

<https://www.teamwork.com/blog/change-request-management/>

DORA. (n.d.). *Capabilities: Streamlining change approval*. DORA.

<https://dora.dev/capabilities/streamlining-change-approval/>

Stahnke, M. (2021, January 21). *Change management is broken: Here's how to fix it*.

dzone.com.

<https://dzone.com/articles/change-management-is-broken-heres-how-to-fix-it>