Shayna Solomon

02/23/2025

Module 8

After researching online, I have found that the IT change approval process, although vital for avoiding risks when updating IT systems, is not without its risks if not managed properly. This aims to contribute to the current discussion on the negative consequences of IT vulnerabilities by exploring the risks that organizations and their IT teams face.

A major issue delays and bottlenecks that can slow down effective implementation of critical IT changes. In its guide on IT change request approvals, the article from Myndbend highlights that the IT change approval process involves authorized reviewers who determine whether a change is allowed to proceed, but with poorly defined roles or workflows, tickets can build up, and updates can be late. For instance, if several approvers are required or if there is no automation, a critical bug fix might remain unaddressed for weeks, which can be frustrating for teams and expose the organization to vulnerable risks. This is something that could easily cause a lot of issues for businesses that need their updates to be on time.

Another risk is human error or oversight, which can make the IT change approval process unreliable. According to the article from Atlassian, in its change management insights, change advisory boards (CABs) are responsible for identifying risks, but errors are possible. For example, failing to perform a security review or overestimating the impact of a change. This could result in the approval of a dangerous update that may result in data breaches or downtime.

In addition, inflexible IT change approval processes can stop innovation and adaptability. Assurance Lab’s resource on change review explains that SOC 2 compliance imposes very specific steps, but too many approvals or delays can delay small changes or new features. This could make companies less competitive, which seems counterintuitive. I am also learning that it is important not to overdo safety measures so as not to hinder development.

References:

Myndbend. “Guide to the IT Change Requests Approval Process.” myndbend.com/guide-to-the-it-change-requests-approval-process

Atlassian. “IT Change Management.” atlassian.com/itsm/change-management

AssuranceLab. “Fundamentals of Change Management: The Change Review and Approval Process.” assurancelab.cpa/resources/change-review-and-approval-process