Q: How do I raise an RFC / change request?
A: Submit a change in ServiceNow. Include: summary, business justification, scope or systems affected, impact assessment, risk level, planned window, implementation steps, testing evidence, backout plan, and approvers.

Q: What are the change types?
A: The change types are Standard (pre-approved, low risk, repeatable), Normal (requires assessment and may need CAB), and Emergency (urgent, reviewed by e-CAB).

Q: What are the lead times?
A: Standard changes require about 1 business day, Normal changes require about 5 business days before the start date, and Emergency changes follow the emergency approval process.

Q: When is CAB?
A: CAB meets every Wednesday at 14:00. Normal changes needing CAB must be submitted before the agenda cutoff. Emergency changes are reviewed by e-CAB immediately.

Q: What is a change window or maintenance window?
A: It is a planned period for implementing changes with minimal business impact, usually during low-usage times, with time allocated for validation and rollback.

Q: What must my communication include?
A: Include the summary, business impact, affected services or users, start and end time, risks, user impacts, support contact, and links to status or service desk pages. Send reminders at T-3 days and T-1 day.

Q: What is required in the backout (rollback) plan?
A: A rollback plan must include rollback triggers, steps to revert, data or backup considerations, restoration time, validation checks, and responsibilities.

Q: What is our change freeze?
A: If no freeze is active: There is currently no formal change freeze; check programme or event calendars.
If active: The freeze is from December 10 to January 10. Only emergency or specially approved changes may proceed.

Q: What evidence is needed for approval?
A: Test results, risk and impact assessment, implementation steps, monitoring plan, rollback plan, communication drafts, and approvals from service or security owners where applicable.

Q: What happens after the change?
A: Validate success criteria, update the ticket with results and evidence, attach logs or screenshots, send completion communication, monitor performance, and complete a PIR for high-risk or failed changes.

Q: Who approves changes?
A: Approvals typically come from the service owner, technical owner, change manager, and CAB for specific risk levels. Emergency changes are approved by e-CAB and later reviewed.

Q: How do I contact the Change team?
A: Email change-team@example.com or use the Teams channel #it-change. For emergencies, follow the e-CAB call-out procedure.

Q: List examples.
A: Example questions include: "How do I raise a change?", "When is CAB?", "What are lead times?", "What goes in a rollback plan?", and "What is the change freeze?"

Q: What is a "Change"?
A: Any addition, modification, or removal of anything that could affect IT services, including hardware, software, processes, or documentation.

Q: Why do we have a Change Management process?
A: To ensure beneficial changes are made with minimal disruption to IT services.

Q: What is the difference between Change Management and Change Enablement?
A: ITIL 4 renamed Change Management to Change Enablement to emphasize a more flexible, less bureaucratic, value-focused approach.

Q: What is a Request for Change (RFC)?
A: A formal proposal for a change, describing what needs to be changed, why, and its expected impact.

Q: How is a Change Request different from a Service Request?
A: Change Requests affect many people and involve medium to high risk (e.g., system upgrades), while Service Requests are routine, low-risk tasks for individual users (e.g., password resets).

Q: What are the “7 Rs” of Change Management?
A: Raised, Reason, Return, Risks, Resources, Responsible, and Relationship — seven key questions used to assess a change.

Q: What is a Change Schedule (Forward Schedule of Change)?
A: A calendar showing all approved changes and their planned implementation dates.

Q: What is the scope of our Change Management?
A: It covers the entire live IT environment, including infrastructure, applications, and services.

Q: Who is the Change Manager?
A: The person responsible for overseeing the full lifecycle of changes and ensuring service stability.

Q: What is the Change Advisory Board (CAB)?
A: A group of stakeholders who review, assess, and authorize significant changes.

Change Categories

Q: What is a Standard Change?
A: A pre-approved, low-risk, repeatable change such as monthly patching.

Q: What is a Normal Change?
A: A non-routine change that requires full assessment, risk review, and authorization before implementation.

Q: What is an Emergency Change?
A: A high-priority change that must be implemented immediately to resolve a major incident or critical risk.

Q: How are Normal changes authorized?
A: Low-risk Normal changes may be approved locally, while high-risk ones require CAB authorization.

Q: Who authorizes an Emergency Change?
A: The Emergency CAB (eCAB), a small group able to make rapid decisions during critical events.

Q: Can a Normal change become a Standard change?
A: Yes. If it is repeated successfully several times, it may be reclassified as a Standard Change.

Q: What happens if a change is not categorized correctly?
A: It may be delayed or rejected due to incomplete assessment or incorrect risk classification.

Q: Is an incident number mandatory for Emergency Changes?
A: Yes. It links the emergency change to the problem being resolved.

Q: What is a Major Change?
A: A change that carries very high risk, cost, or business impact, often requiring executive approval.

Q: What is a Pre-CAB meeting?
A: A technical review held before CAB to ensure the RFC is complete, accurate, and technically sound.

Process & Submission

Q: How do I submit a Change Request?
A: Use the Service Portal's RFC form or contact your department's Change Coordinator.

Q: What information is required in an RFC?
A: A description, business justification, risk and impact assessment, schedule, and a back-out plan.

Q: What is a Business Justification?
A: An explanation of how the change benefits the organization or reduces a specific risk.

Q: How do I track the status of my change?
A: Check the Change Management tool for statuses such as Requested, Approved, Scheduled, or Implemented.

Q: What is a Freeze Period?
A: A defined period when non-emergency changes are restricted, often during critical business seasons.

Q: What is a Maintenance Window?
A: A regular time slot agreed for planned outages or maintenance activities.

Q: Why was my RFC returned?
A: Usually due to missing information such as incomplete risk assessment or scheduling conflicts.

Q: How is the Priority of a change determined?
A: Based on the urgency and impact to business operations.

Q: What is a Back-out (Rollback) Plan?
A: Documented steps to restore the system to its previous state if the change fails.

Q: What is Remediation?
A: Actions taken when a change fails and cannot be rolled back, requiring alternate recovery steps.

Execution & Success

Q: What is a Post-Implementation Review (PIR)?
A: A review after the change to confirm success and capture lessons learned.

Q: When is a PIR required?
A: Typically for failed changes and all Major changes.

Q: What defines a Failed Change?
A: A change that does not meet its objectives, causes an incident, or requires rollback.

Q: What is Change Success Rate?
A: The percentage of implemented changes that do not cause incidents.

Q: What is Change Fatigue?
A: Stress people experience when too many changes happen at once.

Q: What is Change Saturation?
A: When an organization delivers more changes than employees can realistically absorb.

Q: How do you measure the value of Change Management?
A: Through KPIs such as fewer incidents, reduced downtime, and improved user satisfaction.

Q: How does Configuration Management help?
A: It provides CMDB data to show which systems or services are impacted by a change.

Q: What is a CI Conflict?
A: When two or more changes target the same Configuration Item at the same time.

Q: What is an Unauthorized Change?
A: A change carried out without following the formal process — strongly discouraged due to high risk.

Stakeholder & User Impact

Q: How will I be notified of upcoming changes?
A: Notifications are sent via email or through the Schedule of Change in the Service Portal.

Q: Can I provide feedback on a change?
A: Yes. Feedback can be shared during the PIR or through surveys.

Q: How do you manage resistance to change?
A: Through early communication, training, and involving users in planning.

Q: Will I get training for new system changes?
A: Yes. High-impact Normal changes include a training plan.

Q: Who represents my department in the CAB?
A: Your department's Change Coordinator or appointed manager.

Q: What is the WIIFM ("What's In It For Me") factor?
A: The personal value an employee gains from a change, used to encourage buy-in.

Q: How can I avoid mistakes when requesting a change?
A: Follow the checklist, perform testing, and consult the Change Team early.

Q: What role does Leadership play?
A: Leaders provide direction, support, and resources for successful change.

Q: Can a change be canceled?
A: Yes. It may be withdrawn by the requester or rejected by CAB.

Q: Where can I find change management training?
A: In the internal IT Training section of the Knowledge Base.

Q: what is change policy?
A: Document for guiding how we submit changes.