Jon Green

Module 8.2: Change Approval Processes

Change management is defined as the process of tracking and managing all changes to the software. Change management is important because it is an active log that contains all modifications that have been made to the code. In the event that an issue occurs, the development team can review the change management logs to see what changes were made to the software in addition to when the last update occurred. Another major component of change management is the change approval process. The change approval process is a set of guidelines that establishes specific criteria that need to be met before code changes can be implemented. The goal of the approval process is to limit or attempt to mitigate potential issues that can occur due to changes in the software. The change approval process is a critical component of devops as it can dictate the level of impact that a negative code change can present.

Utilizing a change management approval process is normally positive in terms of creating consistency and ensuring software integrity. However, it can include some negative aspects as well. One of the negative aspects is that it requires vetting from a change approval board before any changes can be deployed. This process from start to finish can become time consuming and potentially delay the deployment of software changes. The is completely dependent on the time required for vetting and testing of the changes. The approval process can also transition into each software change being reviewed using similar or standardized criteria. This is due to the software changes being evaluated using a “one size fits all” criteria which may not apply to every change that is being deployed. As a result, the automation of the review process can lower the efficiency of the vetting process.

The change approval process can also increase lead times as well. Unfortunately, this is a potential biproduct of the approval process. The lead time will be heavily impacted by the length of time that it takes for the software change to be reviewed and evaluated. The software change must also pass a functionality test before it can be approved for deployment. This extra step can cause a large impact on the lead time by increasing it. As a result, this will create negative user impact as they are left waiting extended periods of time for the next updates.

Another downside is that implementing a change approval process may not be cost effective. This is due to the additional training and resources that will be involved in order to establish the change advisory board. The team is required to have advanced skill sets and technical knowledge in order to ensure that the software changes are deployed with limited negative impact.

Sources:

“How Does DevOps Handle Change Management?” *Cprime*, 17 Oct. 2020, [www.cprime.com/resources/blog/how-does-devops-handle-change-management/](http://www.cprime.com/resources/blog/how-does-devops-handle-change-management/).

“DORA | Capabilities: Streamlining Change Approval.” *Dora.dev*, dora.dev/capabilities/streamlining-change-approval/.

‌ Faddom. “IT Change Management: Pros/Cons, Change Types & ITIL CM Model.” *Faddom*, 5 Oct. 2021, faddom.com/what-is-it-change-management/. Accessed 28 Sept. 2024.

‌