### Scenario

You are the project manager for a software project. During the project, the team submitted a change request to install the software on a test server, which was presented and approved by the Change Advisory Board (CAB).

While installing the software, the team identified the need for additional memory to complete the process. Since they were still within the approved change window, they added the necessary storage and successfully completed the installation. You, as the project manager, were updated on the situation, praised the team for their work, and moved forward with the next project phase.

However, the following day, the change manager reviewed the closed changes and sent you a strongly worded email, copying the change implementer, to declare the change as failed. The email also requested a meeting to discuss the issue. Follow the instructions in the next steps to carefully analyze the situation.

Based on the above scenario, complete the activity file and then answer the questions on the platform.

### Step 1: Identify the type of change that was approved in CAB and provide reasons justifying the change type.

### Step 2: Identify the reason why the change manager insisted on marking the change as failed. Explain your rationale.

### Step 3: Identify the impact on the project due to the change being marked as a failure. Explain your rationale.

### Step 4: Although the addition was made within the change window, would it have been better to handle it as an emergency change to ensure the success of the approved change? Explain your rationale.