Change management process

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The management processes include event management, problem management, change management, and release or deploy management, which are integral components of IT service management. Together, they form a cycle of processes aimed at delivering reliable IT services and maintaining operational efficiency.

1. **Event Management:**
   - Establish a dedicated event management team consisting of administrators, server administrators, server administrators, database administrators and network managers.
   - Implement a real-time monitoring system to track the availability and performance of the database, webserver, cloud components, RFID entry verification and network.
   - Set thresholds and alerts to detect any disruption or security threats to the services like enabling suricata on Pfsense.
   - Document and analyze events to identify patterns and areas for improvement.
   - Regularly review and update event management processes to enhance service reliability.

2. **Problem management:**
   - Establish a problem management team responsible for identifying and resolving underlying issues.
   - Implement a formal problem management process to document, investigate, and resolve problems.
   - Prioritize and categorize problems based on this impact and urgency.
   - Coordinate with the client to investigate and resolve problems efficiently.

3. **Change management:**
   - Implement a format change management process to evaluate, approve, and implement changes.
   - Categorize changes as emergency, standard, or major, with corresponding approval and implementation procedures.
   - Conduct impact and risk assessments for proposed changes to minimize distractions and security risk.
   - Coordinate with the client to plan and schedule change implementation.
   - Perform post-change evaluation to verify successful implementations and address any issues.

4. **Release management:**
   - Implement a standardize release management process for controlled deployments.
   - Define release policies, including version control, packaging, and deployment procedures.
   - Conduct thorough testing, such as integration testing and user acceptance testing for new releases.
   - Plan and schedule release deployments based on business requirements and customer impact considerations.
   - Communicate release plans and deployment schedules with the client.
   - Monitor release deployment, gather feedback, and address post-release issues.

These processes ensure that events, problems, changes, and releases are managed effectively and systematically to maintain the functionality and security of Fonteyn Vakantieparken's services.