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Assignment 8.2

The Dangers of Change Approval Processes

According to (Stahnke), change approval processes play a crucial role in managing IT changes within organizations. One huge risk to not making change management is that we could suffer from inefficient and overburdened approvers. Traditional approval methods often involve large committees, multiple management levels, and predefined windows for making changes. These processes can be demotivating and result in inefficiency, with up to nine times increase compared to streamlined approaches. Automated change requests for approval workflows can help reduce this risk. Another risk is that we may need more risk-based approaches. Many organizations often need help to adopt frameworks for managing risk and approvals around changes. Without proper change management principles, changes may occur without adequate testing, planning, or communication, leading to downtime, lost productivity, and even security breaches. However, the article shares that applying a risk-based approach to change review and approval can help address these issues. Here is how to do it.

According to ("Guide to the IT Change Requests Approval Process"), the approval procedure plays a crucial role in the IT change management process. Typically, we first need an authorized approver. This can be a single approver who can change managers and assign specific approvers based on their roles and responsibilities. This means approval may be required for various levels of change or parts of the IT infrastructure. Or this can be a tiered approval system. This allows for larger-scale projects, as approvals may occur in stages involving multiple stakeholders or assigned approvers. There are also numerous approvals with authority options. Some workflows require a minimum percentage of approvals to mark a ticket approved. Lastly, a change advisory board can also be known as CAB. The CAB verifies alignment with business objectives and minimizes risk.

The article stressed that we need to use as much automation as possible. IT change management software, like Myndbend Process Manager, automates approval notifications based on roles and responsibilities. We want to automate workflows because this can help reduce risk and avoid overwhelming those responsible for approving changes.

According to (Graf), implementing a new IT service management tool, or ITSM for short, involves strategic planning that aligns with our organization's needs. They list vital steps for a successful IT service management tool implementation, plan before purchasing, prepare for cultural change, and follow ITSM change management practices. First, let us look at the plan before purchasing. (Graf) says to evaluate ITSM tools based on DevOps and agile frameworks and to consider integration, end-user experience, cost, and expertise. We can do this by mapping investments to business improvements.

Next, we can look at preparing for cultural change. The article says we should ensure we communicate effectively about ITSM changes. It is okay to question if a change is the right call or if it is the right call. By viewing implementation as an ongoing journey, we can gain insight to help us take the best approach. Lastly, ITSM change management practices should be followed. We should also ensure we engage stakeholders, including senior members, and facilitate digital transformation through change control.

**Works Cited**

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