

the Change Manager. Anyone can propose a change. If the Product Manager / Change Manager regards the change valid and worth further consideration, they record the RFC in the Change Register. The change proposal may also come directly in the form of a (partially) filled RFC. Regardless of the origin of the RFC, the Change Manager and / or the Product Manager are always in charge of the completeness and validity of the RFC.

2. *Assess the impact of the change.* The Change Impact Assessment for the change is created and recorded into the Change Register. This work is led by the Change Manager and / or Product Manager and may require **integration of impact assessments from a number of interrelated (sub) areas, for example from interrelated Products**. The Change Manager and / or Product Manager are in charge of the quality and completeness of the CIA.
3. *For proposed Product or Service changes, decide if implementing the change requires a Project.*  
*For proposed Product or Service changes, based on the Change Impact Assessment and on the nature of the change, it may be necessary to set up a Project to implement an RFC. The Product and Service / Change Managers take a joint decision, which can be escalated to the CAB in case of disagreement, and if inconclusive, from CAB to Service Owner.*
4. *Submitting change requests to the CAB.*

The CAB reviews the completeness of the CIA. If the CIA is found to be inadequate for making a decision, or the CAB considers that a Project needs to be put in place to implement the change, the CAB can ask for additional information, delay the decision to a later CAB meeting, encourage the instantiation of a Project or give a conditional approval.

5. *Authorise the change.* The authorisation can also be conditional, that is, the change is approved on a condition that further actions as specified by the CAB will be taken. *For products, changes implemented via maintenance work are authorised by the CAB.*

#### 3.5.2.7.2. Standard Change

The change management for a standard change is similar to the normal change, except for the authorisation.

1. *Record the change request.* The Change Manager records the RFC into the Change Register. The Change Manager is in charge of the completeness and validity of the RFC.
2. *Assess the impact of the change.* A reference to the SCP item in the Standard Change Register should be added to the RFC. The Change Manager should carefully consider if there are any deviations from the SCP, and if so submit the change as a normal change.
3. Although the impact assessment does not require authorisation from the CAB, the CAB (and, if appropriate, the Product Manager) is informed.