

## Delivery and operation: Service transition; Change management CHMG

### **Description**

The management of change to the service infrastructure including service assets, configuration items and associated documentation. Change management uses requests for change (RFC) for standard or emergency changes, and changes due to incidents or problems to provide effective control and reduction of risk to the availability, performance, security and compliance of the business services impacted by the change.

### **Level 6**

Sets the organisation's policy for the management of change in live services and test environments. Ensures effective control and treatment of risk to the availability, performance, security and compliance of the business services impacted.

### **Level 5**

Develops implementation plans for complex requests for change. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted). Seeks authority for those activities, reviews the effectiveness of change implementation, suggests improvement to organisational procedures governing change management. Leads the assessment, analysis, development, documentation and implementation of changes based on requests for change.

### **Level 4**

Assesses, analyses, develops, documents and implements changes based on requests for change.

### **Level 3**

Develops, documents and implements changes based on requests for change. Applies change control procedures.

### **Level 2**

Documents changes based on requests for change. Applies change control procedures.