SSM - Change Management - Change Manager

## Service Overview

Change Manager, a capability of AWS Systems Manager, is an enterprise change management framework for requesting, approving, implementing, and reporting on operational changes to your application configuration and infrastructure. From a single delegated administrator account, if you use AWS Organizations, you can manage changes across multiple AWS accounts and across AWS Regions. Alternatively, using a local account, you can manage changes for a single AWS account. Use Change Manager for managing changes to both AWS resources and on-premises resources. With Change Manager, you can use pre-approved change templates to help automate change processes for your resources and help avoid unintentional results when making operational changes.

Each change template specifies the following:

* One or more Automation runbooks for a user to choose from when creating a change request
* The users in the account who must review change requests that were made using that change template.
* The Amazon Simple Notification Service (Amazon SNS) topic that is used to notify assigned approvers that a change request is ready for review.
* The Amazon CloudWatch alarm that is used to monitor the runbook workflow.
* The Amazon SNS topic that is used to send notifications about status changes for change requests that are created using the change template.
* The tags to apply to the change template for use in categorizing and filtering your change templates.

## Use cases / Considerations

Change Manager benefits:

* Reduce risk of service disruption and downtime
* Get detailed auditing and reporting on change histories
* Avoid schedule conflicts or violations
* Adapt change requirements to your changing business
* Centrally manage changes across accounts

Main features of Change Manager:

* Integrated support for change management best practices
* Different approval paths for closed calendar periods and emergency change requests
* Control how and when runbook workflows are started
* Built-in notification support
* Integration with AWS Systems Manager Change Calendar
* Integration with AWS Single Sign-On and Active Directory support
* Integration with Amazon CloudWatch alarms
* Integration with AWS Organizations

## Governance

* [Audit Change Manager activity using Amazon CloudWatch alarms](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager-auditing.html#change-manager-logging-auditing-alarms)
* [Audit Change Manager activity using AWS CloudTrail](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager-auditing.html#change-manager-logging-auditing-cloudtrail)

## Cautions

In the system, change requests are a type of OpsItem. However, OpsItems of type the type/aws/changerequest are not displayed in OpsCenter. As OpsItems, change requests are subject to the same enforced limits as other types of OpsItems. For information about the number of OpsItems that can be created for an AWS account in an AWS Region, see [What are the resource limits for OpsCenter?](https://docs.aws.amazon.com/systems-manager/latest/userguide/OpsCenter.html#OpsCenter-learn-more-limits).

## Pricing considerations

[Change Manager pricing](https://aws.amazon.com/systems-manager/pricing/#Change_Manager)

## More details

* [Change Manager](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager.html)
* [Setting up Change Manager](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager-setting-up.html)
* [Working with Change Manager](https://docs.aws.amazon.com/systems-manager/latest/userguide/working-with-change-manager.html)
* [Auditing and logging Change Manager activity](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager-auditing.html)
* [Troubleshooting Change Manager](https://docs.aws.amazon.com/systems-manager/latest/userguide/change-manager-troubleshooting.html)
* [AWS on Air 2020: AWS Systems Manager Change Manager (video)](https://www.youtube.com/watch?v=1-G4H0l7Tg8)