Scott Cacal

2.23.2025

CSD 380

Assignment 8.2

The Dangers of Change Approval Process

To discuss the Change Approval Process we must first discuss the IT Infrastructure Library (ITIL). The ITIL is a framework of the best practices to deliver IT services. It has gone through several revisions over the course of its development and therefore is comprehensive in providing a methodical in its approach to IT Service Management (ITSM). The intent of ITIL change management is to assist organizations in minimizing risks that are impactful to operation often related to necessary downtimes for system integrations. This is why the Change Approval process exists.

The intenet of the Change Approval process is to evaluate. That is evaluation plenty of planning; that is design of testing and a execution, integration into the system in a manner – once again – minimally or non-desuptive to operation, minimizing risk, and ensuring any change continues to align with the organization objective and needs of the stakeholders.

What what is the method of a change approval? It startes with the request, a submission of the business need. It will then go through an approval process on whether the request is reasonable and should move forward to permissions; where the granting of permissions to individuals involved in integration is granted. A planning of target dates is established to create measues and record the incremental steps involved in integration additionally keept track of the work being undertaken.

So what can be the danger of a change approval process? If we can ignore the fact that the single system integration will have zero flaws, the approval process is extensive. Having many parties involved means allocation of development times towards to something that may not come to existence. This can leave stake holders frustated and off the bat offer resistant to any changes. Furthermore, the potential for extensive downtime means a loss that any business would prefer to avoid.

The large negative effect of the change approval process though, is it’s impact to DevOps with respect to innovation and collaboration. With the expection that ideas have a large chance of getting turned away or simple delayed through the approval process may cause team members to feel aprehensive to sumbit requests.

References:

Abbas, Tahir . “Change Approval Process in ITIL Change Management” . 2023 . https://changemanagementinsight.com/change-approval-process-in-itil-change-management/#:~:text=The%20change%20approval%20process%20is,organization's%20objectives%2C%20minimize%20risk%2C%20and . ChangeManagementInsight

“Approval Process: Definition and Examples” . 2025 . https://www.indeed.com/career-advice/career-development/approval-process . Indeed

Melendez, Christian “How Does DevOps Handle Change Management?” https://www.cprime.com/resources/blog/how-does-devops-handle-change-management/#:~:text=For%20these%20type%20of%20changes,those%20that%20need%20immediate%20attention. Cprime

White, Sarah K. ; Greiner, Lynn “What is ITIL? Your guide to the IT Infrastructure Library” . 2022 . https://www.cio.com/article/272361/infrastructure-it-infrastructure-library-itil-definition-and-solutions.html . CIO