



DevOps

Change Management
by James Brown

Topics

- **What is Change Management?**
- **Why is it needed?**
- **Problems that exist**
- **Pros**
- **Tips for implementing it**
- **Best Practices**

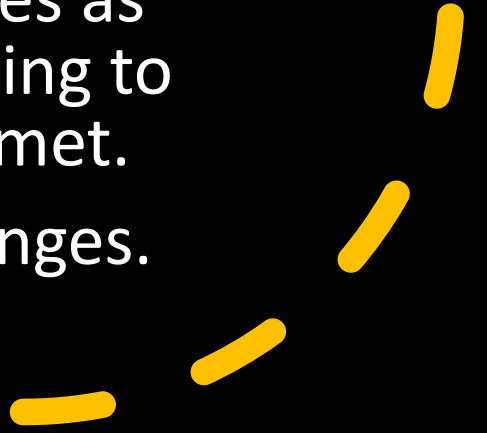
What is Change Management?

Change management is the process of identifying requirements for implementing a change to IT infrastructure.

- Teams work together to figure out which parts of the business are impacted by changes
- Prepares the various teams impacted by a change for updates that are introduced
- There is a shared goal of streamlining change processes
- Outlines training required
- Sets communication protocols for releases

Why is it needed?

Technology moves so fast. In a large or small company it is important to have a way of managing updates. A Change Management Plan is needed because:

- The business needs to establish which changes are absolutely necessary
 - There is a need to forecast for system needs, which changes might impact
 - Changes need to be monitored
 - Change Management policy serves as another check/balance for checking to ensure requirements have been met.
 - Gives insight into any and all changes.
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Problems that exist


Companies of various sizes have change management plans. Some change related issues that occur in rapidly evolving technology companies include:

- Security issues introduce
- Site reliability is decreased
- Resolution to issues is slowed
- Unnecessary changes might be introduced
- Impact of change is not taken into consideration



Pros

Benefits of implementing a change plan include:

- Improves workflows
 - Allows for quicker resolution
 - Reduces the chance of issues occurring
 - Provides a way of managing a pipeline of changes
 - Protects the integrity of security
 - Maintains reliability
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Tips for implementing it

Some tips for implementing a change management plan include:

- Defining the scope of change
- Create a communication policy
- Identify benefits that will be gained from the change
- Identify costs associated with change
- Ensure monitoring is in place for releases

Best Practices

Change Management Processes work best when:

- Teams are DevOps minded
- Teams are collaborative
- Automation is present
- Goals, communication, and accountability is clear
- Used in an Agile environment



Source:

- Griffith, B. (2019, June 25). The Guide to Building a DevOps Change Management Plan. Retrieved September 03, 2020, from <https://victorops.com/blog/the-guide-to-building-a-devops-change-management-plan>
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