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Home (/home) » About (/about) » Overview (/about) » Campus Applications & Data (/CAD)
» IT Service Management (/ITSM) » IT Change Management

IT Change Management

The purpose of the IT Change Management process is
to manage the lifecycle of all changes while enabling
beneficial changes and minimizing the disruption
often associated with changes. The scope of change
management includes new services or modifications
to existing IT services.

Goals

The goals of IT change management process at UC
Berkeley include:

- Respond to the customer's changing business
  requirements while maximizing value and
  reducing incident, disruption, and rework

- Respond to the business and IT requests for
  change that align services with business needs

- Ensure that changes are recorded and evaluated,
  and that authorized changes are prioritized,
  planned, tested, implemented,
  documented,reviewed and communicated in a
  controlled manner

- Ensure that all changes to configuration items
  (CIs) are recorded in the configuration
  management system

- Optimize overall business risk - it is often correct
  to minimize business risk but sometimes it is
  appropriate to knowingly accept a risk because of

the potential benefit.

Types of Changes

- Normal change
  Is the addition, modification or removal of anything that could have an effect on an IT service. Normal changes are planned in advanceto ensure enough time to notify groups that may be impacted by the change.

- Emergency change
  Is a change that must be introduced as soon as possible. For example, to resolve a major incident or implement a security patch. Emergency changes are in response to an active incident and/or problem.

- Standard change
  Is a pre-approved change that is low risk, relatively common, and follows a well documented procedure with a history of success.

Our Approach

At UC Berkeley, we are committed to the following IT Change Management practices by:

- Ensuring that changes create business value and that the benefits for the business created by each change are realized.

- Establishing a change management process to minimize the likelihood of conflicting changes and potential disruption to supported environments.

- Establishing accountability and responsibilities for changes throughout the service lifecycle.

- Performance and risk evaluation of all changes that impact service capability.

ITSM Menu

- [ITSM Home (https://technology.berkeley.edu/ITSM)](https://technology.berkeley.edu/ITSM)
- [Governance (https://technology.berkeley.edu/itsm/governance)](https://technology.berkeley.edu/itsm/governance)
- [IT Change Management (https://technology.berkeley.edu/itsm/CM)](https://technology.berkeley.edu/itsm/CM)
- [IT Incident Management (https://technology.berkeley.edu/itsm/IM)](https://technology.berkeley.edu/itsm/IM)
- [IT Knowledge Management (https://technology.berkeley.edu/itsm/km)](https://technology.berkeley.edu/itsm/km)
- [IT Service Catalog (https://technology.berkeley.edu/itsm/catalog)](https://technology.berkeley.edu/itsm/catalog)
- [IT Service Request Fulfillment (https://technology.berkeley.edu/itsm/service-requests)](https://technology.berkeley.edu/itsm/service-requests)

ITSM Community of Practice

- View ITSM CoP Charter
  (https://docs.google.com/document/d/1RMHIGdAWL22G_odeSITRN3NJ426Rc5Da0SvRP4Bu8L0

- To join the Community of Practice send an email to snow-svc-mgt-community-of-practice+subscribe@lists.berkeley.edu (mailto:snow-svc-mgt-community-of-practice+subscribe@lists.berkeley.edu).
- Send questions about this CoP to Sarah Gonzalez (mailto:slgonzales@berkeley.edu%20).

Resources

- Steps to Open a Change Request (https://us.promapp.com/ucb/Process/Minimode/Permalink/EcZhObuiMwmkmvyG1oTVxv)
- Change Freeze Calendar (https://berkeley.service-now.com/%24show_schedule.do?sysparm_stack=no&sysparm_sys_id=9e3ff3731b3e9910c4f2cb36624bcb6a)

Contact

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Back to Top