[Your Organization Name]

**ITIL Change Control Policy Template**

**1. Introduction**

1.1. Objective:

This policy aims to regulate the management of changes within [Your Organization Name], ensuring that any modification to services or service management processes are controlled, reducing the chance of unintended disruption and enhancing the benefits of the changes.

1.2. Applicability:

This policy is applicable to all alterations affecting the IT services, infrastructure, applications, systems, and associated processes of [Your Organization Name]. It is incumbent on all employees, contractors, stakeholders, and associated parties participating in the change management process.

**2. ITIL Change Management Process**

2.1. Request for Change (RFC) Submission:

Any member or team within [Your Organization Name] can raise a Request for Change (RFC) using the standard RFC Form. The form must articulate the nature of the proposed change, its purpose, expected benefits, and potential influence on the impacted services or processes.

2.2. RFC Assessment:

The Change Advisory Board (CAB) or the authorized change management entity will evaluate all incoming RFCs.

Any RFC lacking requisite details or not complying with the standard format may be returned to the originator for further elucidation or rectification.

2.3. Impact and Risk Analysis:

The CAB will perform a comprehensive impact and risk assessment for each RFC. The assessment will gauge the impact of the change on IT services, infrastructure, resources, timeline, and associated risks.

2.4. Risk Management and Mitigation:

The CAB will identify and evaluate risks associated with each proposed change. Risk mitigation strategies and contingency plans will be formulated and considered during the decision-making process.

2.5. RFC Prioritization and Decision:

The CAB will prioritize RFCs based on urgency, significance, alignment with organizational goals, and potential impact. Decisions to authorize, reject, or defer RFCs will be based on the outcome of the impact and risk assessments.

2.6. Change Authorization:

Authorized changes will be recorded and disseminated to concerned stakeholders. Each approved change will be assigned a unique identifier for tracking purposes.

2.7. Change Deployment Planning:

For authorized changes, the IT team or associated stakeholders will develop a detailed change deployment plan. The plan will specify the necessary steps, resources, timeline, and communication strategy for executing the change.

2.8. Change Implementation:

The IT team or accountable parties will implement the authorized changes following the agreed plan. The CAB may require updates on the progress to ensure that changes are being executed as planned.

2.9. Change Monitoring and Review:

The CAB will supervise the execution of authorized changes to confirm they achieve the intended outcomes and do not introduce unanticipated effects. Any deviation from the change deployment plan will be promptly addressed.

2.10. Post-Implementation Review:

Upon complete implementation of changes, a Post-Implementation Review (PIR) will be conducted to evaluate their effectiveness and impact. The PIR will capture lessons learned which will be shared with the CAB and concerned stakeholders.

**3. Change Advisory Board (CAB)**

3.1. Composition:

The CAB will include key stakeholders, IT experts, and service managers from relevant areas. The CAB may engage additional stakeholders or experts to participate in specific meetings as required.

3.2. Meeting Cadence:

The CAB will convene regularly to review RFCs and take decisions.

The frequency and schedule of CAB meetings will be outlined to ensure timely handling of RFCs.

3.3. Decision-Making Process:

The CAB will evaluate each RFC based on its potential impact, feasibility, risks, benefits, and alignment with the service strategy. Decisions will be reached either by consensus or, if necessary, by a vote.

3.4. Authority and Scope:

The CAB is authorized to approve changes within the defined scope and constraints of the organization's IT services and processes. Changes that fall outside the scope or authority of the CAB will be escalated to the appropriate governance body or authority.

**4. Documentation and Reporting**

4.1. Documentation:

Detailed documentation of the change management process, including RFCs, impact assessments, decisions, and deployment plans, will be maintained for audit and reference purposes. Relevant stakeholders will be informed of the status and outcomes of authorized changes through regular reporting.

4.2. Training and Communication:

All employees and stakeholders involved in change management will receive appropriate training on the ITIL Change Management Policy and associated procedures. Regular communication and awareness initiatives will be conducted to reinforce the importance of adhering to the policy.

**5. Continual Improvement**

5.1. The ITIL Change Management Policy and procedures will be regularly reviewed to ensure they remain effective and aligned with the organization's objectives and industry best practices.

5.2. Feedback and lessons learned from the change management process will be considered for process improvement and enhancement.

**6. Compliance**

6.1. All employees and stakeholders are expected to comply with this ITIL Change Management Policy and its associated procedures.

6.2. Non-compliance may lead to appropriate actions, including corrective measures, disciplinary actions, or other consequences as defined by the organization's policies.

**7. Policy Review and Amendments**

7.1. This ITIL Change Management Policy will be reviewed at regular intervals to ensure its relevance and effectiveness.

7.2. Amendments to this policy will be approved by [appropriate authority or governing body] and communicated to all relevant stakeholders.

[Signature lines for key stakeholders, indicating their approval of the ITIL Change Management Policy]

Date of Approval:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Name and Title of Approving Authority]:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Names and Titles of Key Stakeholders]:

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