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Change management

Change management is the process of managing and controlling changes to an organization's processes, systems, technologies, and culture. It involves planning, implementing, and tracking changes to ensure that they are executed smoothly, efficiently, and with minimal disruption to the organization.

The goal of change management is to minimize the negative impact of changes on business operations, while maximizing their benefits. This includes ensuring that changes are properly planned, communicated, and tested, and that they are aligned with the organization's goals and strategies.

In **ALM, Change Management** involves tracking and managing changes to software applications, including new features, bug fixes, and updates. This includes defining change management processes, documenting changes, and coordinating with stakeholders to ensure that changes are properly tested, approved, and deployed.

In **DevOps, Change Management** is a core part of the continuous delivery pipeline. It involves automating the process of testing, validating, and deploying changes to production environments, while ensuring that changes are properly tested and approved.

Key activities of change management in ALM and DevOps include:

- Defining change management processes and workflows
- Documenting and tracking changes to software applications, infrastructure, and processes
- Coordinating with stakeholders to ensure that changes are properly tested and approved
- Implementing changes to production environments
- Monitoring and managing changes to ensure proper functioning and stability
- Continuously improving the change management process through feedback and analysis.

Without change management, an organization may face several risks such as:

- Resistance from employees who are not involved or informed about the changes
- Confusion and conflict among different departments or teams who have different perspectives or priorities
- Loss of productivity and quality due to lack of training, communication or support
- Decrease in customer satisfaction and loyalty due to disruption or inconsistency in service delivery
- Increase in costs and risks due to errors, delays or failures in implementing the changes

Therefore, change management is essential for any organization that wants to adapt to changing environments and achieve its objectives successfully.

- Software Change Management
- Organisation Change Management
- Business Change Management
- Project Change Management
- Agile

> ## What is Change Management?
>
> Change management is the application of a structured process and set of tools for leading the people side of change to achieve a desired outcome.
>
> While all changes are unique and all individuals are unique, decades of research shows there are actions we can take to influence people in their individual transitions. Change management provides a structured approach for supporting people in your organization and helping them move from their current states to their own future states.
> — Prosci
>
> Prosci

- Understanding the Difference Between Project Management and Change Management
- https://cio-wiki.org/wiki/Change_Management
- https://www.prosci.com/resources/articles/what-is-change-management
- Prosci ADKAR Model

What is change management?

Change management is the process of managing changes to a system, process, or organization to ensure that the changes are implemented effectively and efficiently, and that they achieve the desired outcomes.

Why is change management important?

Change management is important because it helps to ensure that changes are implemented smoothly and without disruption, that risks and impacts are identified and addressed, and that the benefits of the changes are realized.

What are some common types of change management?

Some common types of change management include organizational change management, process change management, and technology change management.

What is the difference between proactive and reactive change management?

Proactive change management is focused on anticipating and planning for changes before they occur, while reactive change management is focused on responding to changes as they arise.

What is the change management process?

The change management process typically involves a series of steps, including identifying the need for change, assessing the impact of the change, planning and designing the change, testing and

implementing the change, and monitoring and evaluating the results.

What is a change management plan?

A change management plan is a document that outlines the goals, objectives, scope, and resources of a change management project. It helps to ensure that change management activities are planned, organized, and executed effectively.

What is a change control board?

A change control board is a group of stakeholders who are responsible for reviewing and approving proposed changes to a system, process, or organization. The board helps to ensure that changes are evaluated objectively, and that risks and impacts are identified and addressed.

What is change readiness?

Change readiness is the ability of an organization or individual to adapt to and manage change effectively. It involves a range of factors, such as communication, training, and leadership.

What is the role of communication in change management?

Communication is a critical component of change management, as it helps to ensure that stakeholders are informed about the change, understand the reasons for the change, and are prepared for the impacts of the change.

What is the difference between change management and project management?

Change management is focused on managing changes to a system, process, or organization, while project management is focused on managing projects to achieve specific goals or objectives. Change management is often a component of project management, as changes may need to be managed as part of a project's scope.

*Snippet from Wikipedia: **Change management***

> **Change management** (**CM**) is a collective term for all approaches to prepare, support, and help individuals, teams, and organizations in making organizational change. It includes methods that redirect or redefine the use of resources, business process, budget allocations, or other modes of operation that significantly change a company or organization.
>
> Lack of consideration for changing the environment (Bednar, 2020, p.100) is poor change management, this is a lack of preparation for future change.. An example of this is evolving technologies, new skills may be required (Bessen, 2016) which could impact training protocols. The Human Activity System (Bednar, 2020, p. 100) is a mode of operation that

should be flexible to support positive organisational change.

Organizational change management (**OCM**) considers the full organization and what needs to change, while change management may be used solely to refer to how people and teams are affected by such organizational transition. It deals with many different disciplines, from behavioral and social sciences to information technology and business solutions.

As change management becomes more necessary in the business cycle of organizations, it is beginning to be taught as its own academic discipline at universities. There are a growing number of universities with research units dedicated to the study of organizational change. One common type of organizational change may be aimed at reducing outgoing costs while maintaining financial performance, in an attempt to secure future profit margins.

In a project-management context, the term "change management" may be used as an alternative to change control processes wherein formal or informal changes to a project are formally introduced and approved.

Drivers of change may include the ongoing evolution of technology, internal reviews of processes, crisis response, customer demand changes, competitive pressure, modifications in legislation, acquisitions and mergers, and organizational restructuring.

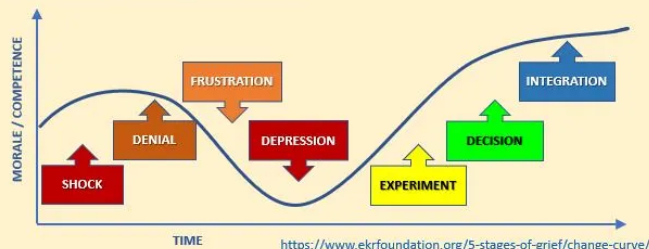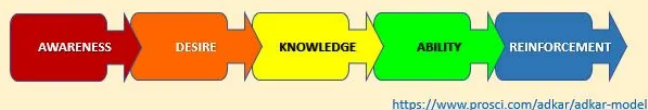[Creative Commons Attribution-Share Alike 4.0](#)

9 Change Models

9 'CHANGE' MODELS

"All models are wrong, but some are quite useful" - George Box

KUBLER-ROSS CHANGE CURVE MODEL

https://www.ekrfoundation.org/5-stages-of-grief/change-curve/

ADKAR MODEL

AWARENESS → DESIRE → KNOWLEDGE → ABILITY → REINFORCEMENT

https://www.prosci.com/adkar/adkar-model

COMFORT ZONE MODEL

COMFORT ZONE | FEAR ZONE | LEARNING ZONE | GROWTH ZONE

http://www.whiteandmaclean.eu/from-comfort-zone-to-performance-management/

KOTTER 8-STEP CHANGE MODEL

CREATE URGENCY | CREATE A COALITION | DEVELOP VISION/STRATEGY | COMMUNICATE THE VISION | EMPOWER ACTION | GET QUICK WINS | LEVERAGE WINS | EMBED IN CULTURE

https://www.kotterinc.com/8-steps-process-for-leading-change/

COMPETENCE LEARNING MODEL

UNCONSCIOUS INCOMPETENCE → CONSCIOUS INCOMPETENCE → CONSCIOUS COMPETENCE → UNCONSCIOUS COMPETENCE

https://www.businessballs.com/self-awareness/conscious-competence-learning-model/

THEORY OF CHANGE MODEL

ROOT CAUSES → NEED → RESOURCES → ACTIVITIES → IMPLEMENT'N OUTCOMES → MECHANISMS OF CHANGE → OUTCOMES

https://www.nature.com/articles/s41599-018-0139-z

DREYFUS MODEL OF SKILL ACQUISITION

NOVICE → ADVANCED BEGINNER → COMPETENT → PROFICIENT → EXPERT

https://en.wikipedia.org/wiki/Dreyfus_model_of_skill_acquisition

PROCHASKA'S TRANSTHEORETICAL MODEL OF CHANGE

PRE-CONTEMPLATION → CONTEMPLATION → PREPARATION → ACTION → MAINTENANCE

https://en.wikipedia.org/wiki/Transtheoretical_model

MINDSET - THE WILL/WANT PRINCIPLE

I WON'T | I CAN'T | I WANT TO | HOW DO I? | I'LL TRY | I CAN | I WILL | I DID IT!

https://scottjeffrey.com/change-your-fixed-mindset/#Using_Actions_to_Change_Your_Mindset

— Change resistance and response

Disciplines & Methodologies

- Configuration management
- Decision-making
- DevOps toolchain
- Digital Transformation
- Enterprise Search
- Fusion development
- Information Management
- Information security
- Repository Management
- Software configuration management (SCM)
- Software development process
- Software documentation
- System integration
- Visual Collaboration

Tools & Technologies

- Chef
- GitHub Learning Lab
- HP ALM
- Miro
- Octopus Deploy
- PTC Integrity Lifecycle Manager
- Puppet
- Rational solution for CLM
- Rational Team Concert
- ServiceNow
- SharePoint
- Sonatype Nexus
- Team Foundation Server
- TeamForge
- Helix ALM (TestTrack)
- VSALM
- Visual Studio Team Services

Links

- CM Crossroads
- Comparison of open-source configuration management software
- Comparison of version-control software
- List of collaborative software

- [Modern Work Blog](#)

- [Change control](#)
- [GDPR](#)
- [Git](#)
- [IEEE software life cycle](#)
- [Metaverse](#)
- [PMI](#)
- [Software versioning](#)
- [Technical Debt](#)
- [Version control](#)

[governance](#), [development](#), [operations](#), [cm](#), [overview](#), [dx](#)

ToDo

- 🔧 Fix Me! - [Support Us…](#) →

  - Change Management Process
  - Change Management Models
  - Change Management Best Practices
  - Change Management Tools
  - Change Management Metrics
  - Change Management Communication
  - Change Management Planning
  - Change Management Implementation
  - Change Management Resistance Management
  - Change Management Training
  - Change Management Culture
  - Change Management Governance
  - Change Management Risk Management
  - Change Management Performance Management
  - Change Management Knowledge Management
  - Change Management Leadership
  - Change Management Innovation
  - Change Management Strategy
  - Change Management Monitoring and Evaluation
  - Change Management Continuous Improvement

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