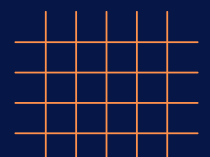# What is Change Management?

⚙ Process by which an organization develops, tests and promotes updates

⚙ Develop and deploy a change in a secure & controlled fashion

⚙ Implementing separation of duties principle

What are the Key Risks?

⚠️ **Lack of separation of duties can promote a change to production without approval**

⚠️ **Undocument / unapproved changes can result in malicious activities in production**

⚠️ **Untested / defected changes can cause service disruption or application downtime.**

Population for Change Management Testing

🎫 Decide a time frame for CM testing.
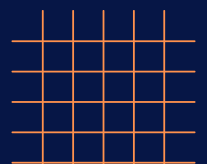For e.g. Last 6 months, 30 days, 1 year

🎫 Finalize all the applications /
environments in-scope of the test

🎫 Pull the change management tickets from
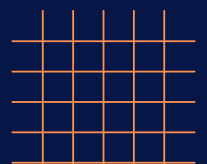the system of record database

Which tests to perform?

📅 **13** Check if any tickets are open even after the "maximum number of days ticket can be open" specified in the Change Management policy.

⏱️ Review the execution timing of tickets. Executing standard tickets on same day = inappropriate change approval process! (could be)
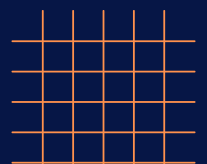
Which tests to perform?

Check whether the ticket creator and approver are different people. This resolves segregation of duties issue and helps to detect unauthorized changes.

Every change management ticket should be approved by a VALID approver. This avoids unauthorized changes to production or application codes.
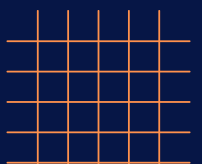
Which tests to perform?

📝 Review the description of all CM tickets to justify the need. Descriptions are important to understand the reason behind these changes.

✓✓ Review if the change ticket is fully approved before the planned start date of the change.

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- Certified Information Systems Auditor (CISA)

- ISO 27001 ISMS

- ISO 27701 PIMS

- Data Privacy

- IT Auditing

- Risk Management