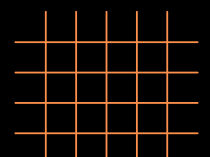# 15

Essential Questions for Your

Change Management Audit

- How is change management currently implemented in your organization?

- What types of changes are subject to the change management process (e.g. hardware, software, configuration, policies)?

- How are changes initiated, approved, and scheduled?

- How are changes documented in the system of record?

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Essential Questions for Your

Change Management Audit

- How are changes documented and communicated to relevant parties?

- How do you verify if changes are approved before implementation?

- How is the effectiveness of the change management process evaluated and improved upon?

- How are emergency and unplanned changes handled and documented?

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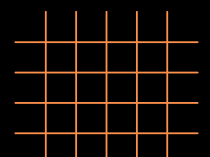
Essential Questions for Your

Change Management Audit

- Do you have a process in place to ensure that the ticket creator and approver are different?

- How do you ensure segregation of duties principle?

- How is the success of a change measured and tracked?

- Can you provide examples of recent changes that have been implemented, including any challenges that were encountered and how they were addressed?
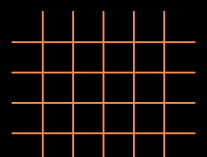
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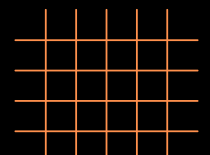
Essential Questions for Your

Change Management Audit

- How do you decide the time frame for change ticket completion?

- What happens if a change ticket is not closed in the assigned time frame?

- What is the process to escalate emergency changes?

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