## SUMMARY

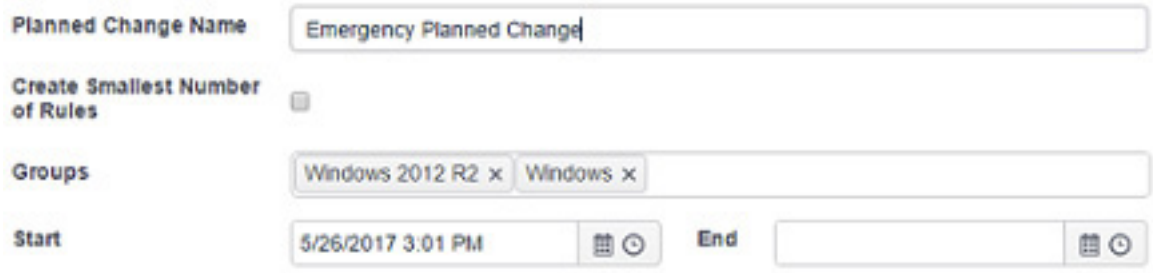
By now, we should have rules & process in place to capture changes that are either:

- Planned & detailed ahead of time, but not checked after the event for authenticity
- Planned ahead of time that will be checked for authenticity as the changes occur (Recommended)
- Not planned ahead of time, but are approved based on previous knowledge of the changes and their adherence to the criteria for which they were previously approved (Recommended)

If your planned change processes are tight and our rules for intelligently approving ad-hoc changes are in good shape, you should not (in theory) now see any unplanned changes at all unless they are either - Emergency Changes or Harmful/Potentially Harmful.

## EMERGENCY CHANGES

From time to time and within standard ITSM guidelines, you will need to make '***Emergency Changes***'. These can be fed directly into NNT Change Tracker or they can be approved after the event. How you decide to handle these will be largely down to preference. However, we strongly recommend that there is a published process for these and if you like, we can help build some rules into Change Tracker to approve changes based on a user group, which may help with this type of change if required.




Inevitably there will still be changes reported that fall outside of any pre-existing rule or process. The magic ingredient here will be you - was there ever any doubt about that? The means to contain and manage changes exists, but we do need some commitment from our customers to work with us to ensure unplanned changes are taken seriously.

If NNT-Change Tracker is set up properly there should be few to no unplanned changes! Where unplanned changes are detected, you are presented with the opportunity to become a little more secure by either taking steps to block those changes, create a rule to approve them in the future, or address process to ensure the changes are handled differently.

If you combine this process with services such as the FAST Cloud and the NNT Change Control Program you will be in the enviable position of being vastly better armed to spot potentially harmful changes that may just be the difference between breach and no breach. Whatever you decide, please ask to speak with one of our 'Qualified Change Consultants'. We are keen to help you whether you use NNT software or not.