

Change Enablement Process

Objective

Our goal is to **manage changes** effectively, minimizing disruptions to services while maintaining stability and ensuring that all IT services continue to operate smoothly and securely.

Scope

This initiative covers **all IT services**, including both internal **IT teams** and external **IT providers**, ensuring that any changes made to systems, processes, or services are properly managed and aligned with organizational objectives.

Main activities



Main roles & responsibilities

CHANGE REQUESTER

The individual or team requesting the change to IT services

TECHNICAL TEAMS

They are responsible of the change implementation

CHANGE REVIEWER

Responsible for assessing the change request and determining if it's feasible and aligned with business goals

CAB

A group that reviews and approves normal major changes, ensuring alignment with business strategy and assessing risk



SCC

A group that reviews and approves standardized changes that occur frequently or are pre-approved for routine execution

ECAB

A subgroup of CAB that handles emergency changes that require expedited approval and action

CHANGE PROCESS MANAGER

Oversee the entire change process, ensuring that changes are carried out according to defined procedures and policies

Useful contacts

Change Reviewers

Platform	Domain	Name
Digital Growth & Innovation	Support Innovation	Julie MIJAJLOVIC (main) Hervé GAZIO, Olivier SAUSSOL et Pierre GAIGE
	Data & Pricing lead	Andrei WINTINCHER
Digital Operations		Willem VAN LAMMEREN
Digital Enterprise Solutions	HR, finops and GBS + overall platform	Daniel Penelara
	Data & Integration	Todd TUPPER
	SAP	Milene Zeni
	Marketing & Sales - Enablement & Services	Jean-Christophe PHAM
	Salesforce CRM+	Haikel Badreddine
IT Infrastructure		Nathalie Roux

Change Process Leader: To be completed by the new team

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