

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.

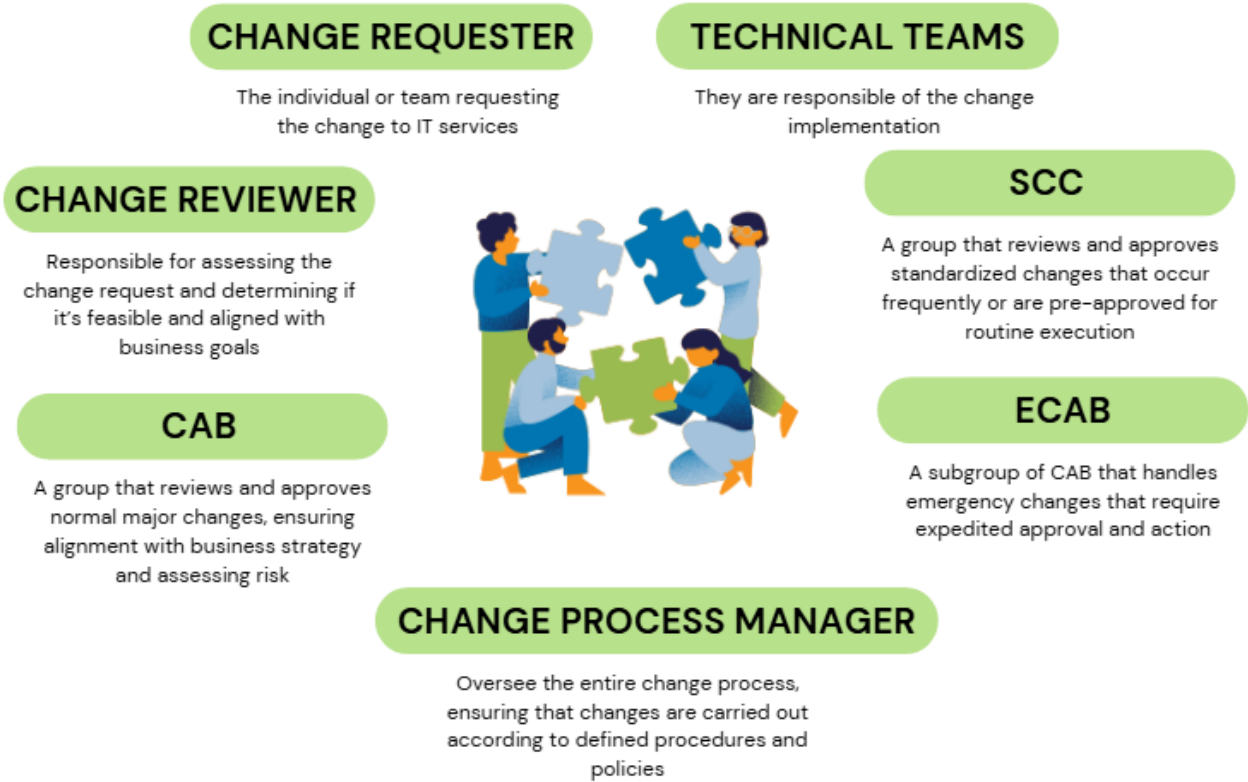
Scope 🌐

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 🧑🏫



Useful contacts 📞

Change Reviewers

Plateform	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

Need more info

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- ➡ Click [here](#) for useful cards
- ➡ Click [here](#) for FAQ