The goal of a change management process is to produce a more robust system That better supports the business activities.

The process includes:
· User filling a change request (a generic term that encompasses defects, bugs, requests, suggestions).
· Implement the change. This may involve changes to source code, database structure, or user documentation.
· Test or verify the change:
· *Unit testing* is done by the person who made the change, usually the programmer. It is very specific to just the area changed.
· *Function testing* tests a functional area of the system to see that everything works as expected.
· *Regression testing* is system-wide to insure that all areas of the system still function as expected. This validates that the change caused no unexpected side effects and that the system still has the overall functionality it had before the change. Regression testing could consist of testing all functional areas of the system.
· *User acceptance testing* is done by a select group of end users, usually run in parallel to the existing system. This is the final test before the system "goes live."
· Release the system to production. This is the physical process of upgrading the production system to the new release. This may involve executable files, database changes, data migration, and the installation of new support software.

Roles in the Change Request Process
· The roles currently identified are:
· Change Request Creator
· Analyst (IT project Manager)
· Developer
· Tester
· UAT
· Deployer