

MOVING FROM CAB TO FAB:

**IT CHANGE MANAGEMENT AT THE SPEED
OF BUSINESS**

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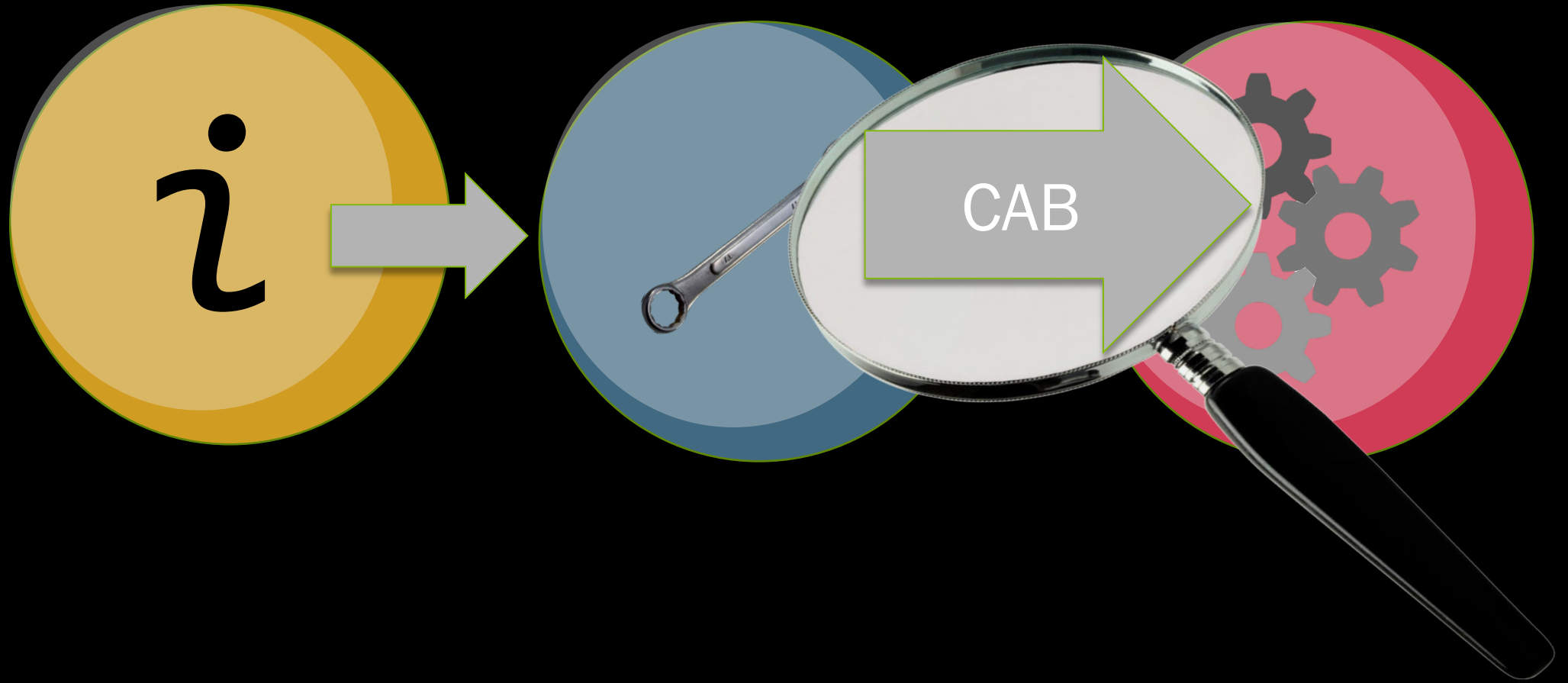
about greg sanker

CIO ~ Irreverent Futurist ~ Eternal Optimist

International speaker known for his practical been-there-done-that advice, in excellence in IT service management, Recently named a top **thought leader** in technical support and service management.

His book *IT Change MManagement: A Practitioner's Guide* was released September 2017

Traditional Change Management





CAB is..

"The most painful,
bureaucratic thing I've ever
...anywhere...ever"

-Literally Every IT Person

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- ▶ Cease reliance on mass inspection
- ▶ Engineer Quality in
- ▶ Quality is everybody's responsibility
- ▶ A bad system will beat a good person every time



W. Edwards Deming



'**CAB**' is not '**Change Management**'
any more than '**hammer**' is '**home**
building'

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Have you tried
rebooting it?

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Organizational Capability that seeks to:

1. Support **timely** and **effective** implementation of business-required changes
2. Appropriately **manage risk** to the business
3. Minimize negative **impact of changes** to/for the business
4. Ensure changes achieve desired **business outcomes**
5. Ensure **governance** and **compliance** expectations are met

What's missing?



- ▶ Prescriptive processes
- ▶ Specific methodology
- ▶ Meetings
- ▶ CAB

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Change Outcome
Expectations



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Change outcome expectations



- ▶ Organizational **expectations** for **change outcomes**
- ▶ **Unique** to each change-producing **value stream**
- ▶ Objectively **measurable**
- ▶ Documented and widely understood

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change success



- ▶ Focus on ***outcomes***
- ▶ Consistent ***achievement***
- ▶ In the ***flow***

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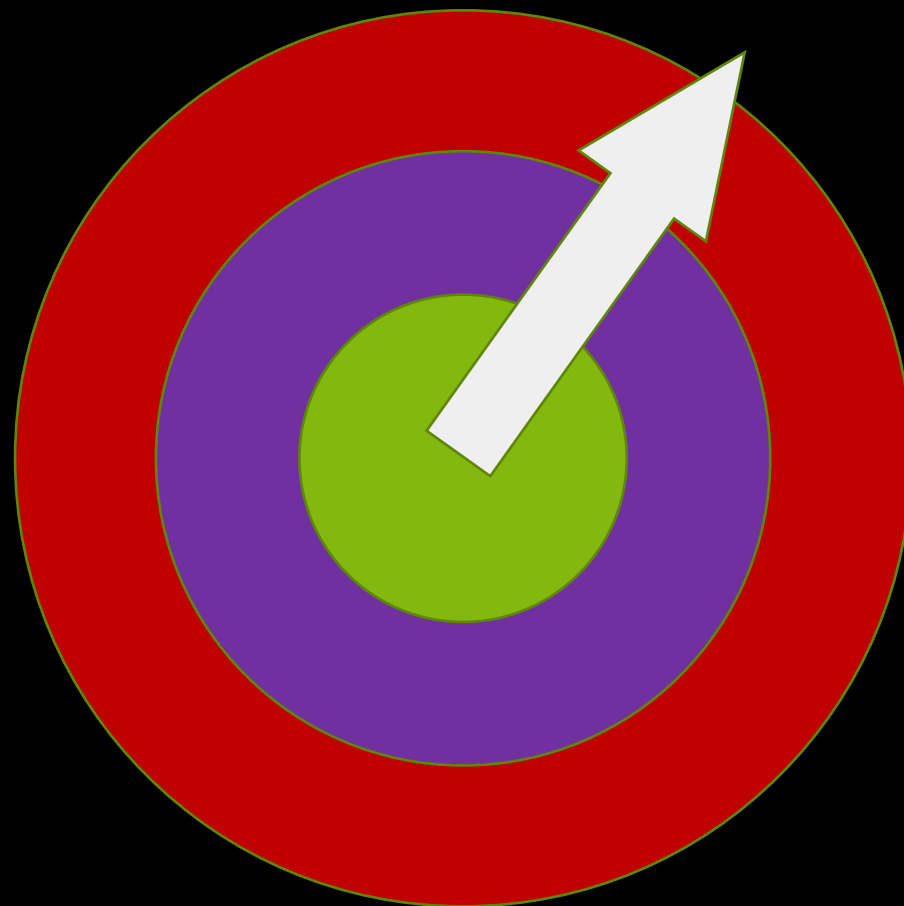


Change-related **RISK is..**

organizational risk

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blast radius

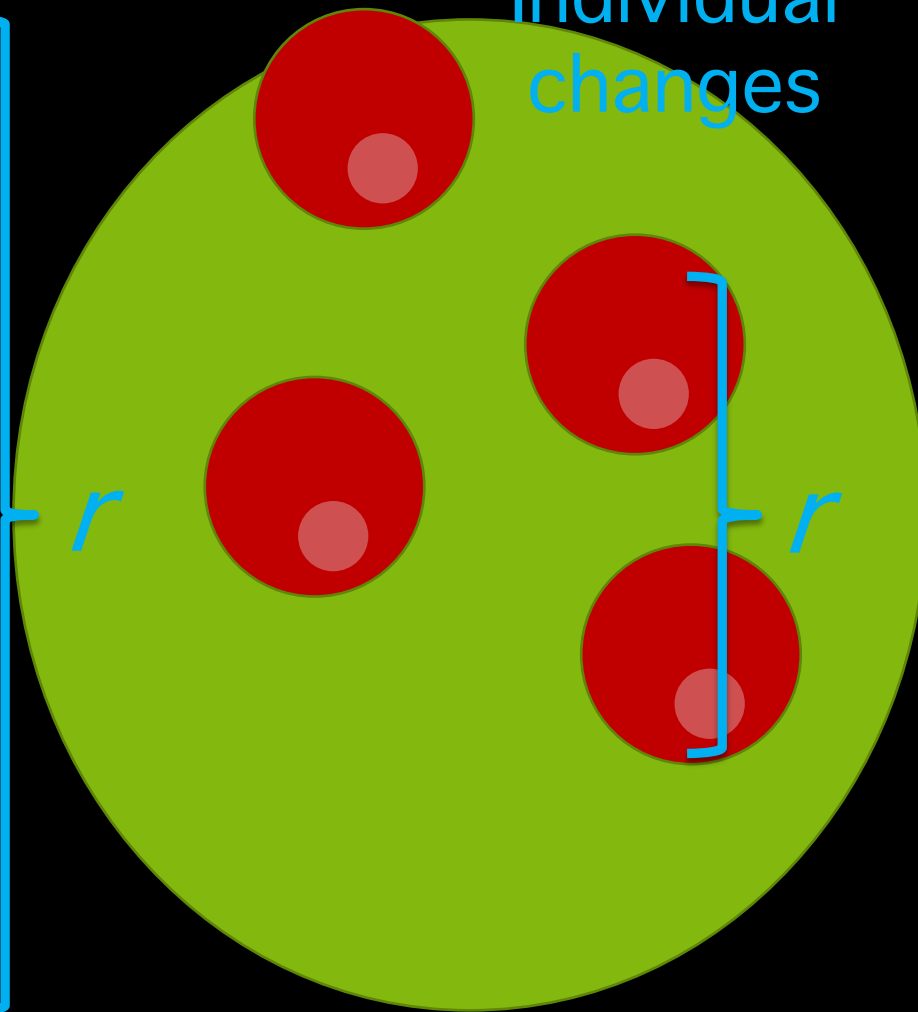


release size

release



Individual changes



r

r

r

GB USA MEX

ONE SIZE
DOES NOT
FIT ALL



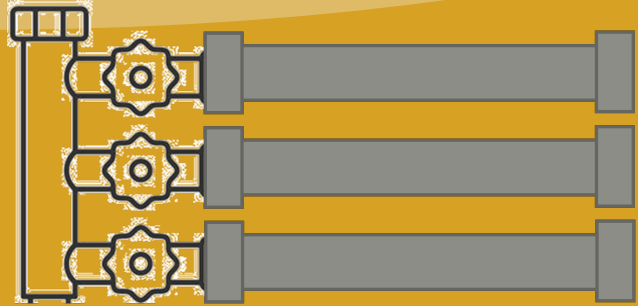
Von links bügeln / Iron inside out
repasser sur l'endroit / REVERSE





- Solve Org. Problems
- Business Outcomes
- Risk Management

- Business Enabler
- Business Value



- Value Streams
- Change Outcome performance

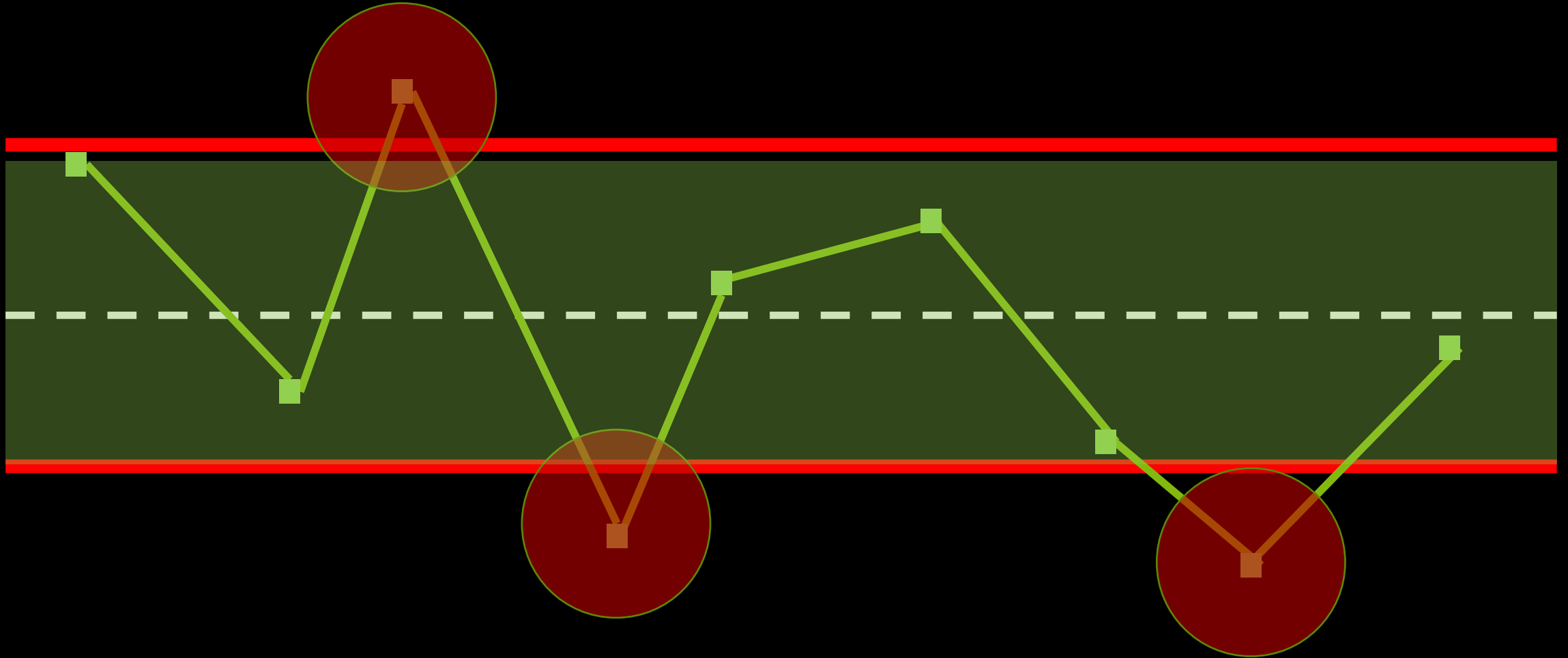
- Workflow integration
- Change Feedback
- Governance



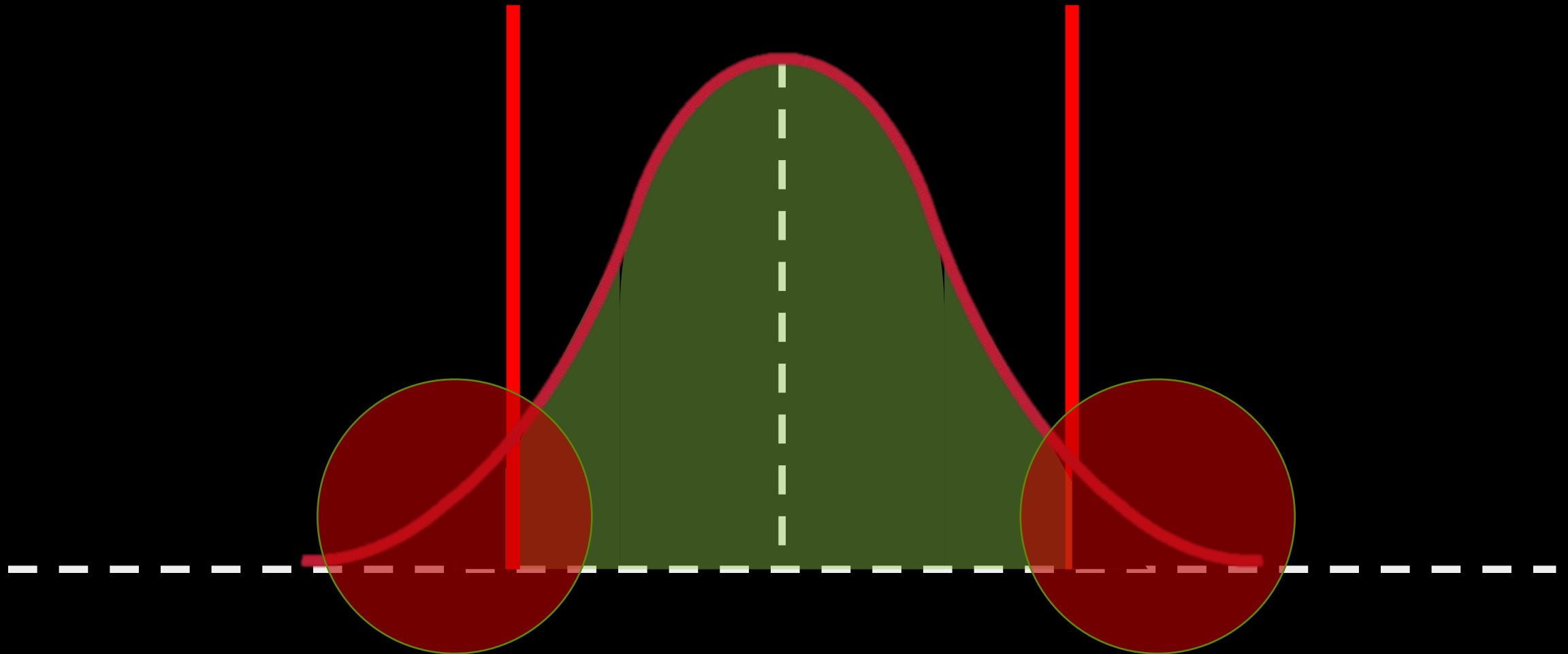
- RFCs
- Individual Changes
- Quality inspection point

- Bottleneck by design
- Activity vs. outcome

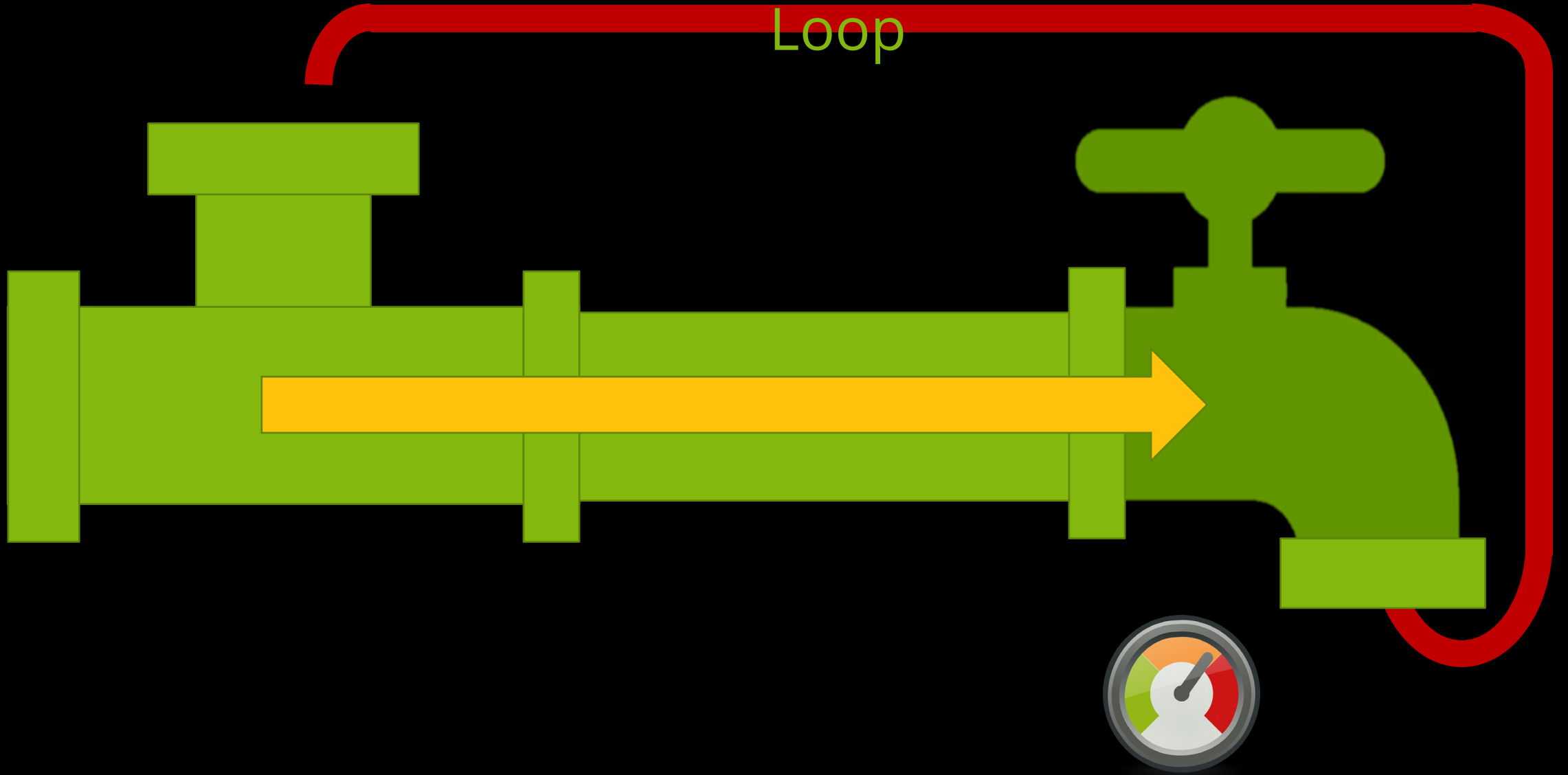
Meeting expectations



Meeting expectations



Feedback
Loop



What do do with CAB?



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Asset

- ▶ Communication
- ▶ Cross silo coordination
- ▶ Brand recognition
- ▶ Helps avoid disasters
- ▶ Cultural element

Liability

- ▶ Bottleneck
- ▶ Batch processing
- ▶ Labor intensive
- ▶ Doesn't scale (agile, CI/CD)

CAB



- ▶ Reduce
- ▶ Recycle

 @gtsanker  Reuse

Reduce



- ▶ Standard Changes
- ▶ Delegate to value streams
- ▶ Reduce release size
- ▶ Automate change expectations

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Reuse



- ▶ Monitor outcome achievement
- ▶ Feedback mechanism
- ▶ Change governance
- ▶ Learning and improvement


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Recycle



- ▶ Collaborate with value streams
- ▶ Facilitate change outcome expectations
- ▶ High risk changes

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- A photograph of a dirt road that splits into two paths in a lush green forest. In the background, a small wooden cabin with a gabled roof sits on a grassy clearing. The scene is surrounded by dense trees and foliage, creating a serene and somewhat isolated atmosphere.
- ▶ Significant business risk
 - ▶ Complexity
 - ▶ Large/new/critical systems

Change Management...



- ▶ Imbedded in value streams
- ▶ Business risk informed
- ▶ Outcome focused
- ▶ Approach agnostic
- ▶ Adaptive

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