

Change Management

Plan, approve, and implement changes with structured workflows, risk controls, and real-time visibility across systems and services.

SKU	IT - ITSM - CHG
Solution area	IT Service Delivery
Works with	Incident Management, Problem Management, Service Desk & Request Portal, Enterprise Assets & Structure, Knowledge Management, Vulnerability Management
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Datasheet	v1.0

What it is

Change Management is the process of planning, approving, and implementing changes to systems, applications, and infrastructure in a controlled manner. It enables organizations to reduce risk, minimize service disruption, and ensure that changes are properly documented and governed.

SmartSuite's Change Management software provides a structured, scalable system to plan, approve, and implement changes across your IT environment. It enables organizations to move from ad hoc change processes to controlled, auditable workflows that reduce risk and improve service stability.

With a centralized system of record, organizations can track change requests, approvals, implementation steps, and outcomes in a consistent and auditable way.

Core capabilities

Change Request Management

Capture and track change requests across systems, applications, and services.

Approval Workflows & Governance

Route changes through structured approval processes based on type and risk.

Change Classification (Standard, Normal, Emergency)

Define and manage different types of changes with appropriate workflows.

Risk & Impact Assessment

Evaluate the potential impact of changes on systems and services.

Implementation Tracking

Track change execution steps, timelines, and outcomes.

Change Calendar & Scheduling

Coordinate changes to avoid conflicts and minimize disruption.

Audit & Compliance Tracking

Maintain full visibility into change history and approvals.

Automation & Notifications

Automate workflows, alerts, and approvals for efficiency.

Role-Based Access Control

Ensure secure access to change data and workflows.

The Change Management Lifecycle

Step 1 Submit Change Request Capture and document proposed changes.	Step 2 Assess Risk & Impact Evaluate potential effects on systems and services.	Step 3 Review & Approve Route changes through approval workflows.	Step 4 Implement Change Execute changes with coordination across teams.	Step 5 Review & Close Conduct post-implementation review, document outcomes, and formally close the change.
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Who it is for

IT Operations Lead Oversees change processes and service stability.	Change Manager Coordinates approvals, workflows, and implementation.	Service Desk Manager Tracks and manages incoming change requests.
Infrastructure / DevOps Engineer Implements changes across systems and applications.	Security & Compliance Teams Ensure changes align with risk and compliance requirements.	Executive Leadership Monitors change activity and impact on operations.

Works with

Incident Management Links changes to incidents and identifies change-related disruptions.	Problem Management Implements fixes for root causes identified in problems.
Service Desk & Request Portal Captures and manages change requests.	Enterprise Assets & Structure Provides system and ownership context for changes.
Knowledge Management Documents change procedures and outcomes.	Vulnerability Management Supports remediation of vulnerabilities through controlled changes.

Built differently. Change Management runs on the same relational platform as every other SmartSuite product, so its records link to the risks, controls, issues and evidence they affect, and every report reflects the current state rather than a copy.

See it working with your data

Ask your SmartSuite account team for a demo of Change Management configured for your organization, or read the full product entry at smartsuite.com/products/change-management.

Schedule a demo