

Risk scoring and approval authority

Five questions before you score

1. Does it touch production, or a system more than one team shares?
2. Will users notice if it goes wrong, and how quickly?
3. Can it be reversed in under 15 minutes?
4. Has this exact change succeeded here before?
5. Is a maintenance window available, or does it have to run in business hours?

Risk matrix

	Low likelihood of failure	Medium likelihood	High likelihood
High business impact	Medium	High	High
Medium business impact	Low	Medium	High
Low business impact	Low	Low	Medium

Impact is about the business, not the technology: how many people are affected, whether revenue or a regulatory obligation is involved, and whether there is a workaround.

Approval authority

Risk	Approved by	Minimum lead time	CAB
Low	Team lead, or pre-approved as a standard template	Same day	Logged only
Medium	Change manager (one named person)	2 working days	Noted at CAB
High	CAB plus the business owner of the affected service	5 working days	Reviewed and approved at CAB
Emergency	Two named approvers, one technical and one accountable for the service	Immediate, verbal	Documented within 24 hours and reviewed at next CAB

Blackout periods

List the dates when only emergency changes are allowed, and publish them on the same calendar as the forward schedule of change. Typical entries: month and year end close, payroll run, peak trading days, major client events, first week of a new system going live.