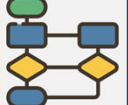


Change Types



Standard Change



Normal Change



Emergency Change

	Standard Change	Normal Change	Emergency Change
Usage	Low risk, routine, or repeatable modifications.	Medium to high-risk changes requiring analysis and scheduling.	Unscheduled changes that need you to “drop what you are doing.”
Level of Authority	Pre-authorized and pre-determined.	Assigned levels of authority based on change type.	Typically ad-hoc, depending on the type of emergency.
Tolerance to deviations	Little to no tolerance. Deviations are rare and discouraged.	Tolerance is based on the type, size, complexity, and risk of the change.	Very high tolerance due to the uncertainty of each situation.
Risk/uncertainty	Very low risk or uncertainty.	Medium risk or uncertainty.	High risk or uncertainty.
Automation potential	Very high, as many of these are repeatable.	Medium, depending on the type of change.	Medium to low, depending on they type of emergency change.