BRISKDATA ENGINEERING TEMPLATE | DOC ID: BD-OPS-CHG-003 | ADAPTABLE TEMPLATE

Production Change Management Plan Template

Risk Scoring, Change Classification, Pre-Flight Readiness, Execution Steps, and Closure

HOW TO USE THIS TEMPLATE

Attach this completed plan to your change ticket before executing a Normal or Emergency production change. Classification tiers and risk score bands below provide a practical baseline policy; adapt thresholds, approvers, and freeze calendars to your organization's governance requirements.

1. Change Record Header

Field	Change Specification	Evidence / Reference
Change Ticket & Title	[CHG-YYYY-NNNN - Brief description of change]	[Ticket / PR / IaC Plan URL]
Change Classification	[ ] Standard [ ] Normal (Low/Moderate) [ ] Normal (High) [ ] Emergency	[Per Section 2 Matrix]
Risk Score (1-25)	Likelihood [1-5] x Impact [1-5] = [Score] (15-25 Critical | 10-14 High | 5-9 Moderate | 1-4 Low)	[Documented below]
Scheduled Window (UTC)	[YYYY-MM-DD HH:MM UTC to HH:MM UTC] | Abort Deadline: [HH:MM UTC]	[Checked against freeze calendar]
Roles & Two-Person Rule	Implementation Lead: [Name] | Peer Verifier: [Name] | Approver: [Name]	[Approval timestamp recorded]
Affected Systems & Users	[Services, databases, integrations, and expected user-visible impact]	[Dependency owners notified]
Customer Notice	[ ] Required [ ] Not Required | Approved by: [Name / Role]	[Status page / notice draft link]

2. Example Change Classification & Risk Policy (Adaptable Reference)

Classification	Representative Scope & Risk Band	Approval Requirement	Target Lead Time
Standard	Routine stateless app deploy with passing CI, canary check, and tested <5m rollback (Score 1-4 Low).	Automated CI + 1 Peer PR Review	Continuous / Per Policy
Normal (Moderate)	Configuration update, non-locking index creation, minor runtime patch, non-breaking schema expand (Score 5-9 Moderate).	Peer Engineer + Service Owner	24 hours
Normal (High)	Major database upgrade, DNS/network cutover, identity/MFA policy change, schema contract step (Score 10-14 High / 15-25 Critical).	Technical Lead + Security/Infra Lead + Staging Rehearsal	72 hours
Emergency	Immediate mitigation of an active production outage or actively exploited vulnerability.	Incident Commander + Senior Engineer	Immediate (retroactive review within 24h)

3. Pre-Flight Readiness Checklist

- [ ] **Staging Rehearsal Completed:** Change and backout commands executed against staging build matching production version.
- [ ] **Backup and Recovery Point Verified:** Fresh database snapshot / PITR status and current configuration export confirmed complete.
- [ ] **Database Lock Safety Checked:** Any schema DDL uses explicit lock timeouts and backward-compatible expand/contract phasing.
- [ ] **Monitoring and On-Call Ready:** Dashboards open, synthetic checks active, and primary on-call engineer aware of the window.

4. Timed Execution and Verification Plan

Seq	Window Offset	Implementation Step	Owner	Expected Verification Signal	Actual UTC
01	T-10m	[Verify baseline health, confirm backup completion, announce start in ops channel]	[Lead]	[Error rate normal; snapshot ready]	[HH:MM]
02	T+00m	[Execute planned deployment / configuration / expand migration step]	[Lead]	[Zero unexpected resource diffs]	[HH:MM]
03	T+10m	[Validate canary / pilot traffic, database lock metrics, and application logs]	[Peer]	[No error spike or lock queue]	[HH:MM]
04	T+20m	[Complete rollout and run representative end-to-end business workflow checks]	[Lead/Peer]	[All smoke checks pass]	[HH:MM]
05	[Abort Clock]	[Decision Gate: Confirm Go steady-state OR trigger Backout Plan BD-OPS-BKO-004]	[Approver]	[Go / Backout recorded]	[HH:MM]

5. Post-Change Observation and Closure

Observe service telemetry for [30 / 60 minutes] post-cutover. Confirm temporary maintenance mutes are cleared, temporary snapshots have retention tags, and final outcome ([Completed / Partial / Backed Out]) plus follow-up tickets are logged in the change record.

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