# Task 18.1 – Change Management Configuration Workshop Agenda

• Review Change module defaults and align with ITIL/NIST/ISO guidelines

• Define and refine change types: Standard, Normal, Emergency, Custom

• Customize status stages to reflect change lifecycle milestones

• Build reusable templates for common change types

• Establish approval workflows using native stages or Workflow Automator

• Define CAB roles, policies, and procedures

• Configure maintenance windows and use the change calendar

• Conduct lifecycle tests and audit readiness reviews