# Change Freeze Notification – Freshservice Launch Window

## Subject:

Change Freeze During Freshservice Launch Window

## Message Body:

To support the launch of our new service management system, we are enacting a change freeze from [Start Date] to [End Date].

This means:

* No planned system changes or releases will be made during this period
* Only emergency changes will be considered (via CAB review)

If you have an urgent issue, please submit a ticket through the Freshservice portal or contact [emergency contact name/email].

Thank you for helping us ensure a smooth rollout.

## ITIL Alignment Notes:

* Change Enablement – A change freeze limits the risk of disruption during major implementation phases.
* Service Continuity Management – Helps maintain system reliability and stability during transitional events.
* Risk Management – Reduces the likelihood of failed or conflicting changes affecting go-live activities.
* CAB Governance – Ensures that any emergency changes undergo structured review before approval.