# Change Approval Workflow (Normal Change) – Workflow Documentation

## Use Case

Route a Normal Change through a structured, multi-level approval process before implementation begins. This ensures proper review by the Change Manager and CAB Group to assess risk, impact, and implementation feasibility.

## Trigger

Change is created

## Condition

Change Type = Normal

## Actions

* Send approval to the Change Manager
* If approved, send approval to the CAB Group
* Set status = Approved
* Notify Implementer

## ITIL Practices Involved

* Change Enablement
* Risk Management
* Configuration Management

## Workflow Node Breakdown

1. Event Node – Change is created
2. Condition Node – Change Type = Normal
3. Approval Node – Change Manager Approval
4. Approval Node – CAB Group Approval (if approved by Change Manager)
5. Action Node – Set Change Status = Approved
6. Action Node – Notify Implementer of Approval