

## Change management: Agile IT changes

**Q: Explain the role of Change Approver vs. CAB members in change approval.**

A: A user with the custom role, Change Approver can approve a change at any stage, whereas the CAB members can only recommend a change. The Change Manager, however, has the ultimate authority over the change approval.

**Q: Can I add a new stage in between Approval and Implementation stages in the change workflow?**

A: In the current design, you cannot add a custom stage to the change workflow. You can, however, rename the existing six stages.

**Q: Can I mark dependencies between tasks of different milestones?**

A: The current design doesn't offer this facility. The requirement is in the pipeline of our development work.

**Q: Is it possible to auto-update scheduled dates when you modify a task with dependencies?**

A: You can only adjust the scheduled dates manually. As many users have requested for automatic update of scheduled dates, I'll pass on the request to the Product Management team for analysis.

**Q: How do I sort the Gantt view?**

A: You can use the filters in the Gantt chart to view it for a particular milestone. You can also set the chart to be displayed for a specific task, member, or milestone to effectively manage the resources. But, sorting isn't available.

**Q: Can I assign tasks to people outside the organization and simultaneously prevent them from viewing other tasks, milestones, or projects?**

A: Yes, absolutely. Add the external user to ServiceDesk Plus as requester with the project role 'Team

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'Member'. Then assign a task to the user. The user when logging in to ServiceDesk Plus will only view the assigned task and nothing more.

**Q: How can requester create a change request?**

A: A requester cannot directly create a change request. You can, however, execute custom trigger script on a service request to create a change request.

Please check the script and instructions from the link:

<https://pitstop.manageengine.com/support/manageengine>ShowHomePage.do#Community/singlepost/script-master-7-how-to-create-a-new-change-request-automatically-from-a-parent-request>

**Q: Who accepts a change in its Submission and Planning stages?**

A: The Change Owner.