

## [Change Management Exceptions](#)

### **List of items that will not need to go through the formal CM process during initial implementation:**

But, these items still need to be documented and should be tickets in FootPrints as a service request.

- Hardware/Software installation, patching, break/fix on client devices (pc, phone, mobile, etc.)
- Creating / managing individual mail objects (mailbox, contact, distribution list)
- Creating / managing individual account objects
- Creating / managing individual workstation objects
- Configuration of a single switch port
- Non-Production Server Software Upgrade, Patching or Configuration
- Non-Production Server Reboots
- Management of local printers, copiers, scanner, peripherals, etc.
- Content changes
- Using or managing the service as it was original intended