



- . Planned Change a -a a a a , a , a  
a .
- . Routine Level Change a a a a a a , a  
a a a , a .
- . SaaS (Software as a Service) a b a a a  
a a b a 3 a . E a , M O 365, Ca a a  
Q a .
- . Tier 0 and Tier 1 Systems a a a 6.5 ( )-1.2 ( )- ( )-126 ( )



