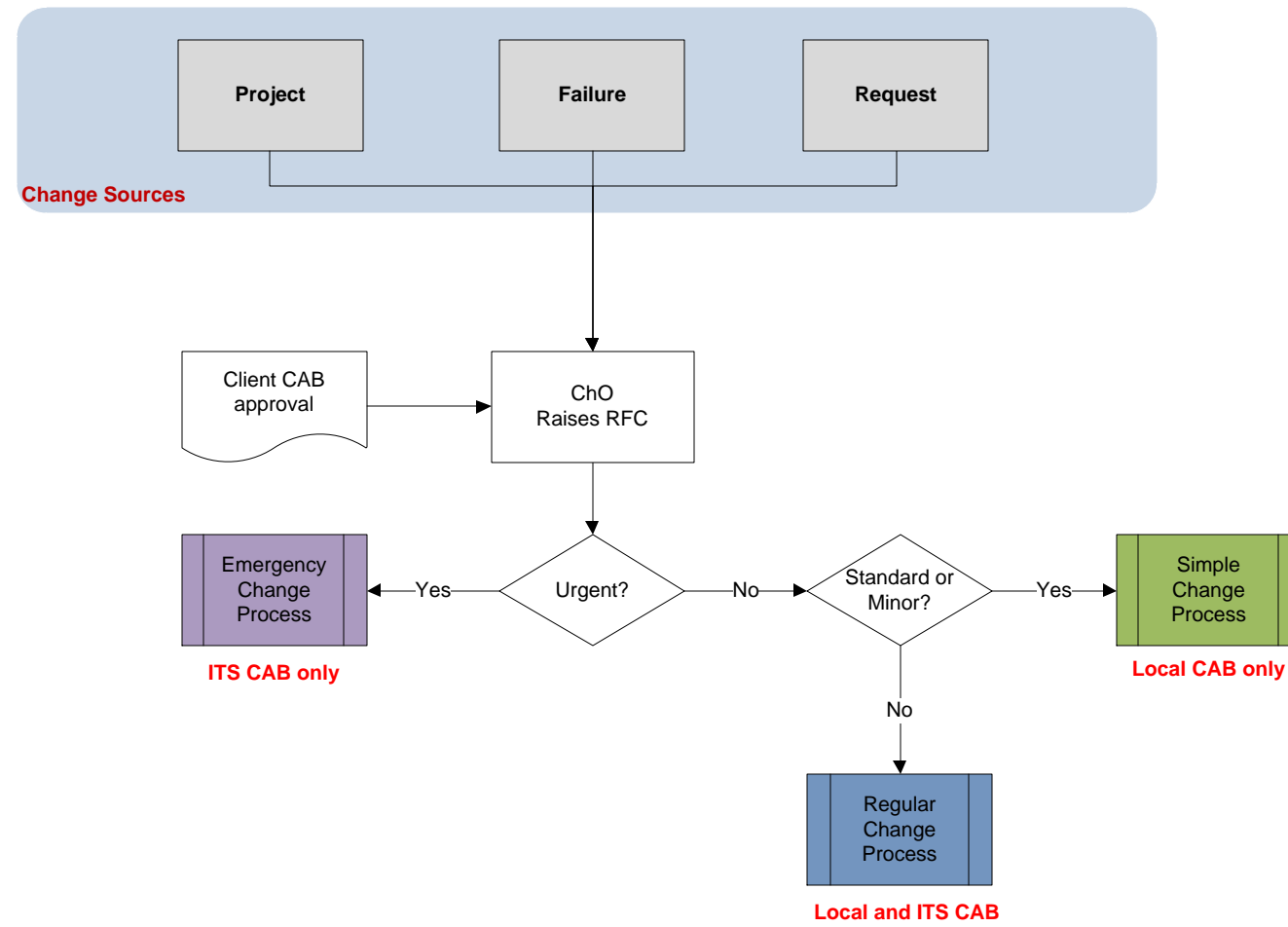


ITS – CHANGE MANAGEMENT PROCESS



Initial Logging of RFC – Change Logging and Filtering

Category

- **Emergency** (high impact, high risk, resolution to issue must be delivered urgently – e.g. security breach fix)
- **Simple - Standard** (always the same, templatable – e.g. password reset, Internet acct provisioning)
- **Simple – Minor** (controlled risk, small/simple/known impact and authority to approve by Team Lead – e.g. Apply patches to OS)
- **Regular** (medium to complex change with significant/sizable risk that requires ITS CAB as well as supporting documentation, test plan, roll back plan, risk management schedules, resource mgmt plan and release mgmt plan)

Legend:

RFC = Request For Change
 ChO = Change Owner
 ChM = Change Manager
 CAB = Change Advisory Board
 Local CAB = UN, SS/EAO/EAD and Infrastructure CABs
 CAB/EC = Change Advisory Board – Emergency
 CI = Configuration Items
 CMDB = Configuration Management DataBase

ITS – REGULAR CHANGE MANAGEMENT PROCESS

Change Initialization and Preparation for Submission

Regular Change Starts

1. ChO Preparation of Regular RFC for Submission

2. Technical Review by Peer/TeamLead/IRT

3. ChO submission of RFC to Local CAB

4. Local CAB Review of RFC

5. RFC Approved?

6. ChM Submission of RFC to ITS CAB

7. ITS CAB assessment of Change

8. RFC Approved?

9. Change preparation for implementation

10. Change Implementation

11. Successful?

Yes with Amendments

15. Document Variation(s) in RFC (i.e. budget, scope, timeline)

Yes As Planned*

16. Update CI records, Documentation and Action Log (cmdb)

17. Post Implementation Review

Initial Logging of RFC
Change Type = Regular Change (medium complexity, requires supporting documentation and test, back out and risk management schedules)

Change Initialisation and Preparation

- Change Owner (ChO) to create RFC
- ChO to specify category, technical services, Cis, resources, costs, risk, clients impacted, PSA, business services impacted, time frame, any other supporting information, client approvals (e.g. Client CABs decisions) and known dependencies with other changes.
- ChO to attach supporting plans
 - Test Plan
 - Roll Back Plan
 - Release Management Plan
 - Communication Plan
 - Review Plan

Change Submission
Local CABs include UNCAB, SS/EAO/EAD CAB and Infrastructure CAB

Change Assessment

- CAB to assess RFC on all financial, technical and business aspects
- Concurrent RFCs are to be considered together

Change Assessment

Change Execution

Change Implementation

- Coordinate with Release Management and Clients
- Distribute, Install and Test UAT

12. Roll back Procedure

13. Update CI records, Documentation and Action Log (cmdb)

As Planned*
on time, on budget and delivered functionality(ies) as required.

Problem Management**

- Manual Process (not Landesk ServiceDesk)
- Includes identifying solution and preparing new RFC for submission to Change Management Process

14. Problem Management**

Close as "Failed"

18. Incidents?

Yes -> Close with Incidents

No -> Close as "Successful"

Legend:

RFC = Request For Change
ChO = Change Owner
CAB = Change Advisory Board
CAB/EC = Change Advisory Board – Emergency
CI = Configuration Items
CMDB = Configuration Management DataBase

ITS – SIMPLE CHANGE MANAGEMENT PROCESS

Change Initialization and Preparation for Submission

Initial Logging of RFC

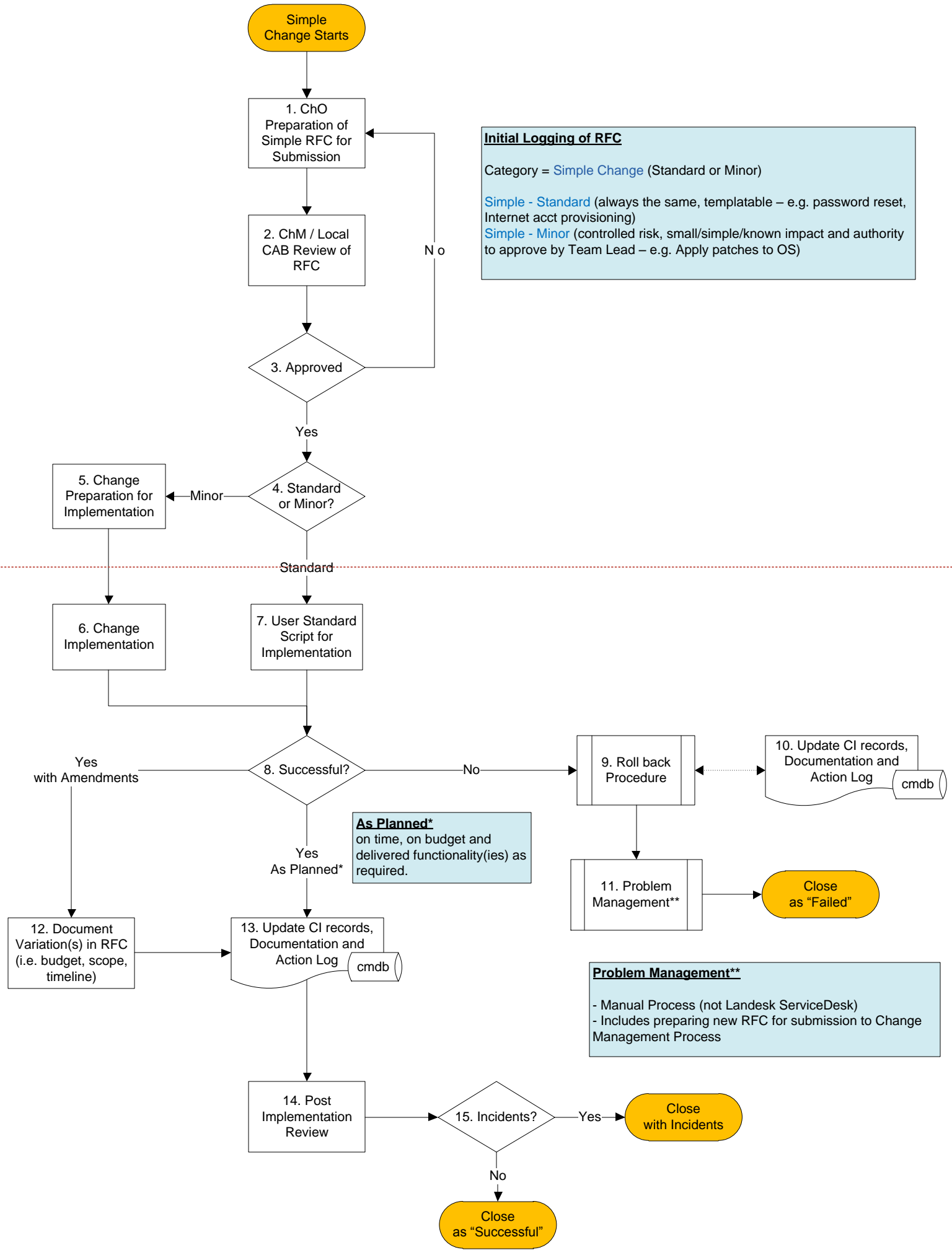
Category = Simple Change (Standard or Minor)

Simple - Standard (always the same, templatable – e.g. password reset, Internet acct provisioning)

Simple - Minor (controlled risk, small/simple/known impact and authority to approve by Team Lead – e.g. Apply patches to OS)



Change Execution



As Planned*
on time, on budget and delivered functionality(ies) as required.

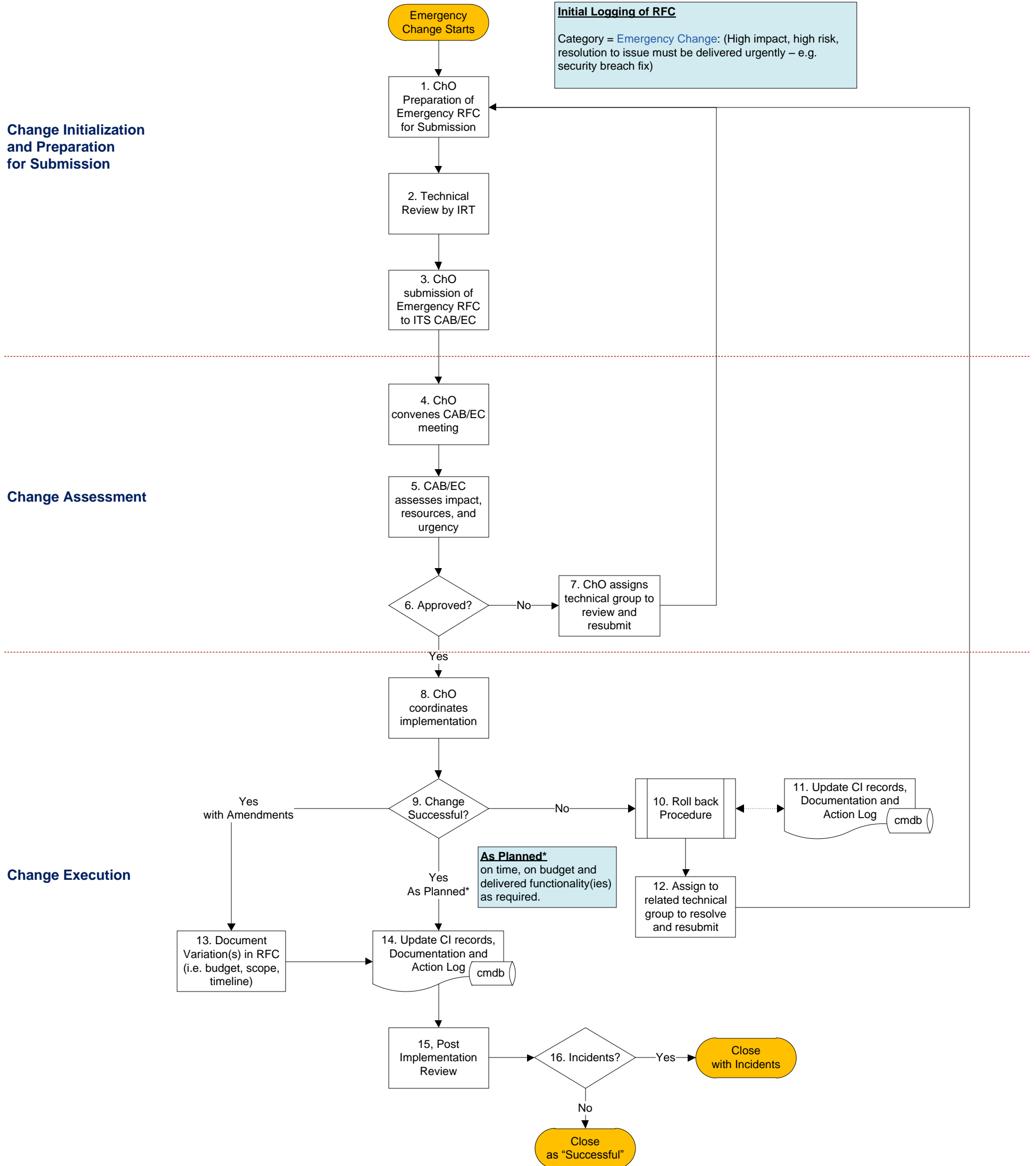
Problem Management**

- Manual Process (not Landesk ServiceDesk)
- Includes preparing new RFC for submission to Change Management Process

Legend:

- RFC = Request For Change
- ChO = Change Owner
- CAB = Change Advisory Board
- CAB/EC = Change Advisory Board – Emergency
- CI = Configuration Items
- CMDB = Configuration Management DataBase

ITS – EMERGENCY CHANGE MANAGEMENT PROCESS



Legend:

- RFC = Request For Change
- ChO = Change Owner
- CAB = Change Advisory Board
- CAB/EC = Change Advisory Board – Emergency
- CI = Configuration Items
- CMDB = Configuration Management DataBase