**ITS – CHANGE MANAGEMENT PROCESS**

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

**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, templatatable – 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)

**Change Sources**
- Project
- Failure
- Request

1. Client CAB approval
2. ChO Raises RFC
3. Emergency Change Process
4. ITS CAB only
5. Urgent?
   - Yes
   - ITS CAB only
   - No
   - Regular Change Process
   - Local and ITS CAB
6. Standard or Minor?
   - Yes
   - Simple Change Process
   - Local CAB only
   - No
   - Regular Change Process
   - Local and ITS CAB

**Client CAB Approval:**
- Raised by Change Owner (ChO)
ITS – REGULAR CHANGE MANAGEMENT PROCESS

Change Preparation for Implementation

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?
   Yes
   6. ChM Submission of RFC to ITS CAB
   7. ITS CAB assessment of Change
   8. RFC Approved?
      Yes
      9. Change preparation for implementation
      No
      10. Change Implementation
      11. Successful?
          Yes with Amendments
          No
          As Planned: off time, on budget and delivered functionality(ies) as required.
          12. Roll back Procedure
          13. Update CI records, Documentation and Action Log (cmdb)

Change Assessment

6. ChM Submission of RFC to ITS CAB
7. ITS CAB assessment of Change
8. RFC Approved?
   Yes
   9. Change preparation for implementation
   No

Change Submission

Local CABs include UN-CAB, SS/EAO/EAD CAB and Infrastructure CAB

Change Implementation

10. Change Implementation
11. Successful?
    Yes
    15. Document Variation(s) in RFC (i.e. budget, scope, timeline)
    16. Update CI records, Documentation and Action Log (cmdb)
    17. Post Implementation Review
    18. Incidents?
       Yes
       Close with Incidents
       No
       14. Problem Management**
       Close as “Failed”
       13. Update CI records, Documentation and Action Log (cmdb)
       12. Roll back Procedure
       11. Successful?
       Yes with Amendments
       No
       As Planned: off time, on budget and delivered functionality(ies) as required.

Change Preparation for Submission

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?
   Yes
   6. ChM Submission of RFC to ITS CAB
   7. ITS CAB assessment of Change
   8. RFC Approved?
      Yes
      9. Change preparation for implementation
      No
      10. Change Implementation

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

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 dependenctes with other changes.
- ChO to attach supporting plans - Test Plan - Roll Back Plan - Communication Plan - Review Plan

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

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

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

1. CHO Preparation of Simple RFC for Submission

2. CHM / Local CAB Review of RFC

3. Approved

4. Standard or Minor?

5. Change Preparation for Implementation

6. Change Implementation

7. User Standard Script for Implementation

8. Successful?

9. Roll back Procedure

10. Update CI records, Documentation and Action Log

11. Problem Management**

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

13. Update CI records, Documentation and Action Log

14. Post Implementation Review

15. Incidents?

Legend:

RFC = Request For Change
CHO = Change Owner
CAB = Change Advisory Board
CI = Configuration Item
CMDB = Configuration Management DataBase

Initial Logging of RFC

Category = Simple Change (Standard or Minor)

Simple - Standard (always the same, templateable – 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)
**ITS – EMERGENCY CHANGE MANAGEMENT PROCESS**

### Change Initialization and Preparation for Submission

1. **1. CHO Preparation of Emergency RFC for Submission**

2. **2. Technical Review by IRT**

3. **3. CHO submission of Emergency RFC to ITS CAB/EC**

4. **4. CHO convenes CAB/EC meeting**

5. **5. CAB/EC assesses impact, resources, and urgency**

6. **6. Approved?**
   - **Yes**
   - **No**
     - 7. CHO assigns technical group to review and resubmit

7. **8. CHO coordinates implementation**

8. **9. Change Successful?**
   - **As Planned**
   - **With Amendments**

9. **9. Change Successful?**
   - **As Planned**
   - **With Amendments**

10. **10. Roll back Procedure**

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

12. **12. Assign to related technical group to resolve and resubmit**

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


15. **15. Post Implementation Review**

16. **16. Incidents?**
   - **Yes**
     - Close with Incidents
   - **No**

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**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