

CHANGE EVALUATION



PURPOSE

To provide a consistent and standardized means of determining the performance of a service change in the context of likely impacts on business outcomes, and on existing and proposed services and IT infrastructure.

The actual performance of a change is assessed against its predicted performance. Risks and issues related to the change are identified and managed.



TRIGGERS

- receipt of a request for evaluation from change management.



KEY TERMS

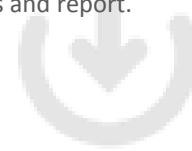
EVALUATION REPORT - The evaluation report contains the following sections:

- **Risk profile** A representation of the residual risk left after a change has been implemented and after countermeasures have been applied.
- **Deviations** The difference between predicted and actual performance following the implementation of a change.
- **A qualification statement (if appropriate)** Following review of qualification test results and the qualification plan, a statement of whether or not the change has left the service in a state whereby it could not be qualified. The qualification statement formally states that the IT infrastructure is appropriate and correctly configured to support the specific application or IT service.
- **A validation statement (if appropriate)** Following review of validation test results and the validation plan, a statement of whether or not the change has left the service in a state whereby it could not be validated. The validation statement formally states that the new or changed service or application meets a documented set of requirements.
- **A recommendation** Based on the other factors within the evaluation report, a recommendation to change management to accept or reject the change.



INPUTS

- SDP, including service charter and SAC
- Change proposal
- RFC, change record and detailed change documentation
- Discussions with stakeholders
- Test results and report.



Change Evaluation

- Plan the evaluation
- Understanding intended/ unintended effect of a change
- Evaluate predicted performance
- Evaluate actual performance

- Interim evaluation reports
- Evaluation report



OUTPUTS

- Interim evaluation report(s) for change management
- Evaluation report for change management

