

# CHANGE MANAGEMENT



## PURPOSE

To control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services. To respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption and re-work.



## INPUTS

Changes may be submitted as an RFC, often with an associated change proposal that provides inputs from the service strategy stage of the service lifecycle. The inputs include:

- Policy and strategy for change and release
- Request for change
- Change proposal
- Plans – change, transition, release, test, evaluation and remediation
- Current change schedule and PSO
- Evaluation reports and interim evaluation reports
- Current assets or configuration items, e.g. baseline, service package, release package
- As-planned configuration baseline
- Test results, test report and evaluation report.



## TRIGGERS

- RFC - Request for change
- Change proposal



## KEY TERMS

**Change** - The addition, modification or removal of anything that could have an effect on IT services. The scope should include changes to all architectures, processes, tools, metrics and documentation, as well as changes to IT services and other configuration items.

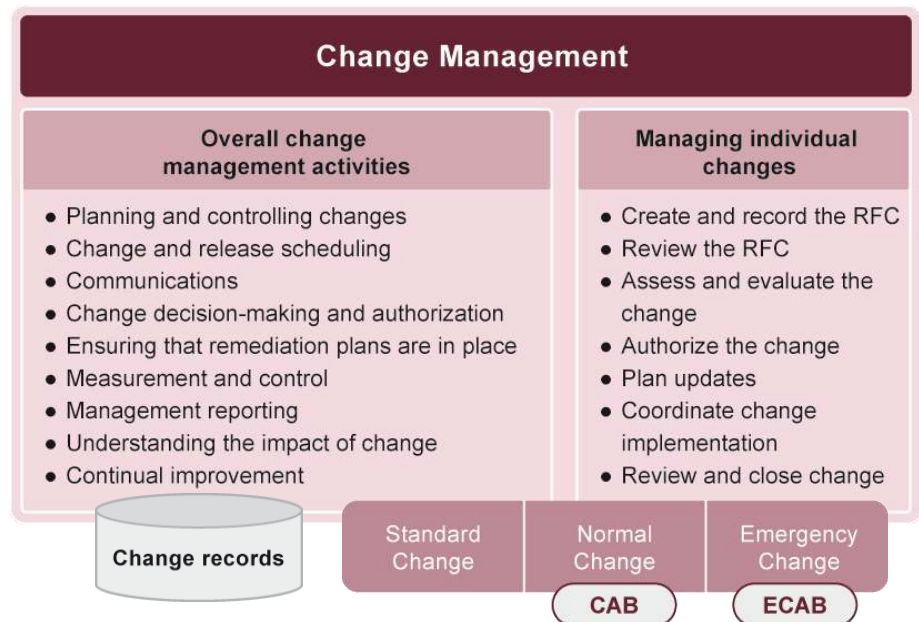
**RFC – Request for Change** – a formal proposal for a change to be made. It includes details of the proposed change, and may be recorded on paper or electronically.

**CAB - Change Advisory board** - A group of people that support the assessment, prioritization, authorization and scheduling of changes.

**ECAB – Emergency Change Advisory Board**

There are three different types of service change:

- **Standard change** A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction.
- **Emergency change** A change that must be implemented as soon as possible.
- **Normal change** Any service change that is not a standard change or an emergency change.



## OUTPUTS

- Rejected and cancelled RFCs
- Authorized changes
- Authorized change proposals
- Change to the services, service or infrastructure resulting from authorized changes
- New, changed or disposed configuration items
- Revised change schedule
- Revised PSO
- Authorized change plans
- Change decisions and actions
- Change documents and records
- Change management reports.