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PROCESS GOAL

- Respond to the customer's changing business requirements while maximizing value and reducing incidents, disruption and re-work
- Respond to the business and IT requests for change that will align the services with the business needs
- Provide top-down and bottom-up visibility for all Changes
- Ensure that changes are recorded and then evaluated, authorized, prioritized, planned, tested, implemented, documented and reviewed in a controlled manner

MATURITY LEVEL

- TBD – Pending on Maturity Assessment activity

CRITICAL SUCCESS FACTORS/KEY PERFORMANCE INDICATORS

Critical Success Factors (CSFs) are things that must happen if the process is to success. Critical Success Factors for OIT processes are mapped to OIT core values as follows:

Competency – Striving for excellence and sharpening your skills on a continuous basis

- Organizational acceptance of process, CABs, and CAB decisions
- Understood and managed Change risk and impact

Respect for Sacred Resources – Managing resources efficiently and effectively.

- Traceability of Changes
- All Change outcomes reviewed and reported
- Process enables work

Integrity – Following through on commitments and dealing openly and honestly with others.

- Traceability of Changes
- All Change outcomes reviewed and reported

Teamwork – Working well with others within the department or with other departments.

- Organizational acceptance of process, CABs, and CAB decisions
- Recognition and reward of Change successes

Exceeding Service Expectations – Serving the needs of others beyond what is expected.

- Traceability of Changes
• Understood and managed Change risk and impact

**Respect for Others** – Treating all individuals as you would like to be treated.

• Organizational acceptance of process, CABs, and CAB decisions
• Recognition and reward of Change successes

**Innovation** – Finding ways to improve products or services or to change the way work is accomplished.

• Recognition and reward of Change successes
• All Change outcomes reviewed and reported
• Process enables work

**Accountability** – Accepting responsibility, providing regular feedback, and measuring results.

• Traceability of Changes
• Recognition and reward of Change successes
• All Change outcomes reviewed and reported

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**KNOWN ISSUES**

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**ONGOING IMPROVEMENT ACTIVITIES**

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**NEXT REVIEW DATE**

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APPENDIX A - CMMI

Level 1: Pre-requisites

- Are at least some Change Management activities established in the organization, e.g. logging of Change requests, Change assessments, Change planning, Change implementation reviews?
- Are Change management activities assigned to specific individuals or functional areas?
- Is there a procedure for raising and issuing requests for Change?

Level 1.5: Management Intent

- Has the purpose and benefits of Change Management been disseminated within the organization?
- Has the scope of Change Management activity been established within the organization?
- Does the organization have standards or other quality criteria for the raising and registering of Changes?

Level 2: Process Capability

- Have responsibilities for various Change Management activities been assigned?
- Are the procedures for initiating Change always adhered to?
- Is there a procedure for approving, verifying and scheduling Changes?
- Are the business and technical impacts of Changes always assessed?
- Is Change progress monitored adequately by Change Management?
- Is the successful implementation of a change confirmed by Change Management?
- Is there a procedure for the review of all Changes?
- Are adequate Change Management reports produced?

Level 2.5: Internal Integration

- Are all Changes initiated through the agreed Change Management channels, for example a Change Advisory Board?
- Are Changes planned and prioritized, centrally or by common agreement?
- Are Change records maintained to reflect the progress of Changes?
- Are the reasons for Change failure explicitly recorded and evaluated?
- Are successful Changes reviewed against the original business needs?

Level 3: Products

- Are formal Change records maintained?
- Is a Change schedule of approved Changes routinely issued?
- Are standard reports on Changes produced on a regular basis?
- Are there established standards for documenting Changes?
Level 3.5: Quality Control

- Are there standards and other quality criteria for the documentation of Change made explicit and applied?
- Are the personnel responsible for change management activities suitably trained?
- Does the organization set and review either targets or objectives for Change Management?
- Does the organization use any tools to support the change management process?

Level 4: Management Information

- Does Change Management provide pertinent information concerning requests for change received (e.g. a breakdown of reasons for changes)?
- Does Change Management provide pertinent information concerning the change schedule?
- Does Change Management provide pertinent information concerning number and % of changes?
- Does Change Management provide pertinent information concerning number of successful and failed changes?
- Does Change Management provide pertinent information concerning business impact of changes?
- Does Change Management provide pertinent information concerning change slippage (including backlogs and bottlenecks)?
- Does Change Management provide pertinent information concerning number of problem record initiated changes?

Level 4.5: External Integration

- Do you hold regular meetings with interested parties in which Change Management matters are discussed?
- Does CM exchange information with Configuration Management regarding change progress and change closure?
- Does CM exchange information with Configuration Management regarding change impact assessment on configuration items?
- Does CM exchange information with Problem Management regarding changes required to resolve problems / known errors?
- Does CM exchange information with Problem Management regarding progress reporting and for receiving problem escalation reports?
- Does CM exchange information with Problem Management regarding obtaining problem information relating to change?
- Does CM exchange information with the Service Desk for notification of change progress?
- Does CM exchange information with the Service Desk for notification of change schedule?
- Does CM exchange information with the Service Desk for assessing impact of change on Service Desk support levels?
- Does CM exchange information with the Service Desk for obtaining information concerning incidents and calls relating to change?
- Does CM exchange information with Release Management concerning change implementation?
- Does CM exchange information with Release Management concerning the notification and scheduling of software and hardware releases?
- Does CM exchange information with Service Level Management regarding the change schedule?
• Does CM exchange information with Service Level Management regarding potential change impact on service level agreements?
• Does CM exchange information with IT Service Continuity Management for notification of change schedule?
• Does CM exchange information with IT Service Continuity Management for assessing impact of change on contingency plans?
• Does CM exchange information with Capacity Management regarding performance and capacity issues relating to change?

Level 5: Customer Interface

• Do you check with the customer if the activities performed by Change Management adequately support their business needs?
• Do you check with the customer that they are happy with the services provided?
• Are you actively monitoring trends in customer satisfaction?
• Are you feeding customer survey information into the service improvement agenda?
• Are you monitoring the customers value perception of the services provided to them?