



Change Management Process Overview

Version No: 2.0

Date: 4 June 2010

<p>Beginning Point: One or more of the following:</p> <ul style="list-style-type: none"> • Business vision or strategy decision for Change • Product or Technology decision to maintain or update <ul style="list-style-type: none"> ○ Enhancement ○ Maintenance ○ Development • Problem Management determination that Change is needed 	<p>Goal:</p> <ul style="list-style-type: none"> • 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 <p>Process Requirements: (That which must not be changed within or by the process)</p> <ul style="list-style-type: none"> • Adhere to OIT and University policies and regulatory requirements 	<p>Exit Point: One of the following:</p> <ol style="list-style-type: none"> 1. Implemented and reviewed Change 2. Cancelled Change 		
<p>Inputs:</p> <ul style="list-style-type: none"> • President’s Council / ITPC Prioritized Outcomes • OIT Leadership Council Prioritized IT Outcomes • Product and Technology Roadmaps <ul style="list-style-type: none"> ○ Enhancement Requests ○ Maintenance Plans • Problem Investigation Recommendations 	<p>Activities: (Summary level)</p> <ul style="list-style-type: none"> • Strategize <ul style="list-style-type: none"> ○ IT Outcome Changes • Implement <ul style="list-style-type: none"> ○ Scope of Work Changes • Operate <ul style="list-style-type: none"> ○ Release Changes • Standard Changes 	<p>Outputs:</p> <ul style="list-style-type: none"> • Completed Change Report • Cancelled Change Report • Updated CI Records • Defined deliverables of the Change 		
<p>Tools/References:</p> <ul style="list-style-type: none"> • Remedy • Knowledge Base • CAIMS • Mariner • eRoom • it.byu.edu • Net Doc • Virtual Center • Pinnacle 	<p>Critical Success Factors: (That which must be in place for the process goal to be achieved)</p> <ul style="list-style-type: none"> • Organizational acceptance of process, CABs, and CAB decisions • Traceability of Changes • Understood and managed Change risk and impact • Recognition and reward of Change successes • Process enables work • All Change outcomes reviewed and reported 	<p>KPIs/Metrics: (Health of the process – measured by success and failure rates)</p> <ul style="list-style-type: none"> • Change statistic reports • Change quality reviews • Downtime attributed to Changes • Incidents related to Changes • Changes requiring rework • Emergency Release Change reports • Standard Change reports • Change outcome reports 		
<p>Process Steward: Production Services Managing Director, Elaine Lauritzen Manager – Ken Greer, Production Transition Services</p>	<p>Stakeholders: (Those who can affect the success of the process and those who are affected by it)</p> <table style="width: 100%; border: none;"> <tr> <td style="vertical-align: top;"> <p>Affect success:</p> <ul style="list-style-type: none"> • Business Unit Development/Engineering • Production Services • Enterprise Account Manager and Communications • Project Manager • Product Manager • OIT Business Analysts </td> <td style="vertical-align: top;"> <p>Affected by success:</p> <ul style="list-style-type: none"> • University Students, Employees, Administrative Staff, Faculty, Friends, Colleges, CSR’s • OIT Management • OIT Finance, HR, Production Services, Development/Engineering, EAM and Communication • Product Management </td> </tr> </table>	<p>Affect success:</p> <ul style="list-style-type: none"> • Business Unit Development/Engineering • Production Services • Enterprise Account Manager and Communications • Project Manager • Product Manager • OIT Business Analysts 	<p>Affected by success:</p> <ul style="list-style-type: none"> • University Students, Employees, Administrative Staff, Faculty, Friends, Colleges, CSR’s • OIT Management • OIT Finance, HR, Production Services, Development/Engineering, EAM and Communication • Product Management 	<p>Benefits:</p> <ul style="list-style-type: none"> • Reliable traceability of the alignment between OIT work and Business needs • Functional, smooth communication, understanding, and participation between support groups • A minimized number of unapproved or failed Changes
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