# Change Management
## Process Overview

**Beginning Point:**
- One or more of the following:
  - Business vision or strategy decision for Change
  - Product or Technology decision to maintain or update
    - Enhancement
    - Maintenance
    - Development
  - Problem Management determination that Change is needed

**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

**Process Requirements:** (That which must not be changed within or by the process)
- Adhere to OIT and University policies and regulatory requirements

**Exit Point:**
- One of the following:
  1. Implemented and reviewed Change
  2. Cancelled Change

**Inputs:**
- President’s Council / ITPC Prioritized Outcomes
- OIT Leadership Council Prioritized IT Outcomes
- Product and Technology Roadmaps
  - Enhancement Requests
  - Maintenance Plans
- Problem Investigation Recommendations

**Activities:** (Summary level)
- Strategize
  - IT Outcome Changes
- Implement
  - Scope of Work Changes
- Operate
  - Release Changes
- Standard Changes

**Outputs:**
- Completed Change Report
- Cancelled Change Report
- Updated CI Records
- Defined deliverables of the Change

**Tools/References:**
- Remedy
- Knowledge Base
- CAIMS
- Mariner
- eRoom
- it.byu.edu
- Net Doc
- Virtual Center
- Pinnacle

**Critical Success Factors:** (That which must be in place for the process goal to be achieved)
- 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

**KPIs/Metrics:** (Health of the process – measured by success and failure rates)
- 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

**Stakeholders:** (Those who can affect the success of the process and those who are affected by it)

**Process Steward:**
- Production Services Managing Director, Elaine Lauritzen
- Manager – Ken Greer, Production Transition Services

**Benefits:**
- 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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