# Brigham Young University
Office of Information Technology
Detail Steps

## Detail Process Steps

<table>
<thead>
<tr>
<th>#</th>
<th>Process Step</th>
<th>Description</th>
<th>Accountable</th>
<th>Participants</th>
<th>Issues</th>
<th>Inputs</th>
<th>Outputs</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>Determine IT Outcome Changes</td>
<td>Outlines and describes the strategic objectives of ITPC and OIT Leadership Council</td>
<td></td>
<td></td>
<td></td>
<td>Approved IT Outcome Change Records</td>
<td></td>
</tr>
<tr>
<td>2.0</td>
<td>Define Scope of Work (SOW) Changes</td>
<td>Represents Product and Technology Implementation Roadmaps</td>
<td></td>
<td></td>
<td></td>
<td>Approved OIT Calendar and updated Roadmaps</td>
<td></td>
</tr>
<tr>
<td>3.0</td>
<td>Plan and Execute Release Changes</td>
<td>Defines the exact schedule of a Change to the Production Environment</td>
<td></td>
<td></td>
<td></td>
<td>Completed and Reviewed Release Change Records</td>
<td></td>
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</tbody>
</table>
## 1.0 Determine IT Outcome

<table>
<thead>
<tr>
<th>#</th>
<th>Process Step</th>
<th>Description</th>
<th>Roles</th>
<th>Technology</th>
<th>Inputs</th>
<th>Outputs</th>
</tr>
</thead>
</table>
| 1.1 | Identify IT Outcome | Ongoing identification of IT Outcomes gathered, vetted, and prioritized within each individual organization  
- Size IT Outcomes by identifying the desired investment amount for this IT Outcome (e.g. high, medium, low)  
- Prioritize IT Outcome in relation to all other outcomes between organizations | IT Outcome Change Manager, IT Outcome Change Advisory Board | eRoom Change Management Tool | Ideas and requests to improve IT systems | Preliminary IT Outcome Change Record |
| 1.2 | Initiate IT Outcome Change Record | Document IT Outcome in Change Tracking Tool  
Create definitive list of sized IT Outcomes in priority order  
- Validate IT Outcome by ensuring that the IT Outcome Description clearly includes What and Why  
- Consider Enterprise Opportunities by reviewing the IT Outcome for synergy  
- Refine and validate IT Outcome Investment Amount by validating the intent, priorities and sizing of IT Outcomes, as well as considering the Support/Operation cost impact  
- Review list of prioritized IT Outcome Change Records | IT Outcome Change Manager, IT Outcome Change Advisory Board, IT Outcome Change Stakeholders | eRoom Change Management Tool | Preliminary IT Outcome Change Record | Unapproved IT Outcome Change Record |

PIM 1.0

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<table>
<thead>
<tr>
<th>1.3</th>
<th>Approve IT Outcome</th>
<th>Present list of prioritized IT Outcome Change Records to Office of IT Leadership Council</th>
<th>IT Outcome Change Manager</th>
<th>IT Outcome Change Advisory Board</th>
<th>eRoom Change Management Tool</th>
<th>Unapproved IT Outcome Change Record</th>
<th>Prioritized and approved IT Outcome Change Record</th>
</tr>
</thead>
</table>
|     | 1.4 | Finalize IT Outcome Change Record | • Present to Executive IT Leadership (EITL)  
• Validate Funding Categories  
• Validate in IT Outcomes Database  
• Validate scope, estimates, schedule request, and assign to business unit | IT Outcome Change Manager | IT Outcome Change Advisory Board | EITL | eRoom Change Management Tool | Prioritized and approved IT Outcome Change Records | Forward Schedule of Change for IT Outcomes |
## 2.0 Define Scope of Work (SOW) Changes

<table>
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</thead>
</table>
| 2.1| Determine Scope of Work Approach and Associate  | • Determine type of work  
• Identify SOWs to fulfill IT Outcome requirements  
• Develop business use cases/requirements | Scope of Work Change Manager                                                | I - Scope of Work Change Advisory  
P - Board (S-CAB), Change Team | Change Management Tool  
Project Tracking Tool  
KnowledgeBase | Approved IT Outcomes  
RCA Recommendations | Preliminary Scope of Work Change |
| 2.2| Initiate Scope of Work Change Record             | • Document Scope of work Change in Change Tracking Tool  
• Review Scope of Work effort | Scope of Work Change Manager                                                | I - S-CAB  
P - Change Team | Change Management Tool  
Project Tracking Tool  
KnowledgeBase | Preliminary Scope of Work Change | Scope of Work Change Record |
| 2.3| Evaluate Scope of Work Change                    | • Peer Review  
• Identify products impacted  
• Prioritize Scope of Work effort | Scope of Work Change Manager                                                | S-CAB, Change Team | Change Management Tool  
Project Tracking Tool  
KnowledgeBase | Scope of Work Change Record | Updated Scope of Work Change Record |
| 2.4| Approve Scope of Work Change                     | • Approve Scope of Work Change Record. Reprioritize, if necessary, to accommodate enterprise opportunities | Scope of Work Change Manager                                                | P - S-CAB  
I - Change Team, Customer | Change Management Tool  
Project Tracking Tool  
KnowledgeBase | Updated Scope of Work Change Record | Approved Scope of Work Change Record |
| 2.5| Link to Roadmap Process                          | • Update Roadmaps as appropriate. Reference the Change Request in the Roadmap. | Product Manager                                                      | Scope of Work Change Manager, Architects | Change Management Tool  
Project Tracking Tool  
KnowledgeBase | Approved Scope of Work Change Record  
Existing Roadmap | Updated Roadmap |
### 3.0 Plan and Execute Release Changes

<table>
<thead>
<tr>
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</tr>
</thead>
</table>
| 3.1 | Determine Release Change Approach and Associate with Scope of Work Change | • Identify Release Change Model  
• Create Release Change Request (RCR)  
• Review RCR | Change Implementer  
Release Change Manager  
Release Change Advisory Board (R-CAB) | Change Implementer  
P - Release Change Manager  
R-CAB  
I - Change Team | Change Management Tool KnowledgeBase  
Scope of Work Change Request | Release Change Request | | |
| 3.2 | Initiate Release Change Record                     | • Document Release Change in Change Tracking Tool | Change Implementer  
P - Release Change Manager  
R-CAB  
I - Change Team | Change Management Tool KnowledgeBase  
Release Change Record | | Updated Release Change Record | | |
| 3.3 | Plan/Assess Release Change                         | • Assess RCR  
• Plan Communication  
• Authorize Changes | Change Implementer  
P - Release Change Manager  
R-CAB  
I - Change Team | Change Management Tool KnowledgeBase  
Updated Release Change Record | | Authorized Release Change Record | | |
| 3.4 | Assign Release Change Model                        | Using the risk and impact assessment matrix, assign the appropriate model:  
• Model A – Negligible  
• Model B – Low  
• Model C – Medium  
• Model D – High  
• Model E – Extreme | Release Change Manager  
P - Change Implementer  
I - R-CAB, Change Team | Change Management Tool KnowledgeBase  
Authorized Release Change Record | | Release Change Record assigned into Change Model | | |
<table>
<thead>
<tr>
<th></th>
<th>Validate Change Model</th>
<th>Assess overall readiness of Change to move forward</th>
<th>Release Change Manager</th>
<th>R-CAB, Change Team, Change Implementer</th>
<th>Change Management Tool KnowledgeBase</th>
<th>RCR assigned into Change Model</th>
<th>Validated RCR Change Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.5</td>
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</tbody>
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<table>
<thead>
<tr>
<th>3.6</th>
<th>Approve Release Change</th>
<th>Review the Release Change Record and approve for implementation.</th>
<th>Release Change Manager</th>
<th>P - R-CAB I – Change Team</th>
<th>Change Management Tool KnowledgeBase</th>
<th>Validated RCR Change Model</th>
<th>Approved Release Change Record</th>
</tr>
</thead>
</table>

| 3.7 | Implement Release Change | Coordinate the Change Implementation  
Implement the Change | Change Implementer | Release Change Manager, Change Team, R-CAB | Change Management Tool KnowledgeBase | Approved Release Change Record | Implemented Release Change Record |
|---|--------------------------|-----------------------------------------------------------------|------------------------|-------------------------------|---------------------------------|---------------------------------|-------------------------------|

<table>
<thead>
<tr>
<th>3.8</th>
<th>Review and Close Release Change Record, and Update Configuration Items</th>
<th>Review and close Release Change Record. Update CI records of items changed.</th>
<th>Release Change Manager</th>
<th>Change Implementer, Release Change Advisory Board, Change Team</th>
<th>Change Management Tool KnowledgeBase</th>
<th>Implemented Release Change Record</th>
<th>Finalized Release Change Record</th>
</tr>
</thead>
</table>
## 4.0 Manage Change Process

<table>
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<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>4.1</td>
<td>Formalize Change Process Governance</td>
<td>• Transition from process team to day-to-day stewardship and management of process, ensuring that all proper controls are in place and utilized</td>
<td>Process Steward</td>
<td>Process Advisory Team</td>
<td></td>
<td>Project Closeout</td>
<td>Change PAT</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process Stakeholders</td>
<td></td>
<td>Report</td>
<td>Change PAT Meeting Minutes</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process Stakeholders</td>
<td></td>
<td>People, Process, Tools</td>
<td>Request for Change Feedback</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>Feedback mechanisms</td>
<td>Issues Log</td>
</tr>
<tr>
<td>4.3</td>
<td>Manage Documentation</td>
<td>• MITAR • Updates • Version Control • Review and Approval • Publication</td>
<td>Process Steward</td>
<td>Process Advisory Team</td>
<td>Word Visio MS Project</td>
<td>Process Package</td>
<td>Version controlled docs</td>
</tr>
<tr>
<td>4.4</td>
<td>Manage Tools</td>
<td>• MITAR • Requirements • Version Control • Selection • Design • Build/Test • Validate • Implement • Training</td>
<td>Process Steward</td>
<td>Process Advisory Team</td>
<td>Rights/access</td>
<td>Project/enhancement proposals</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Process Stakeholders</td>
<td>Tools Training</td>
<td>Tool Roadmap updates</td>
<td></td>
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<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td>Monitoring</td>
<td>Trained Personnel</td>
<td></td>
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| 4.5 | Manage Roles | • MITAR  
• Make sure all roles and responsibilities are doing what they need to in the way that they need to  
• Ensuring satisfaction of stakeholders  
• Make sure skills available to the process  
• Make sure job descriptions accurately reflect roles required for process  | Process Steward | Process Advisory Team  
Process Stakeholders  
OIT Personnel / HR | Roles and Responsibilities  
Job Descriptions  
Org Chart  
Process Training | Trained personnel  
Recommendations to resource managers |
| 4.6 | Manage Communications | • MITAR  
• Communication plan  
• Ensure that everybody knows about the process – internal and external  
• Each stakeholder has the appropriate information needed for them  
• Ensure that everyone understand their part of the process  
• Metrics and reporting  
• Newsletters, posters, | Process Steward | Process Advisory Team  
Process Stakeholders  
Production Services Business and Training | Roles and Responsibilities  
KPI Report  
Org Chart  
Value Statements  
Organizational communication processes | Communication Plan  
Feedback |