



Brigham Young University

Office of Information Technology

Detail Steps

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



1.0 Determine IT Outcome			Roles				
#	Process Step	Description	Accountable	Participants	Technology	Inputs	Outputs
1.1	Identify IT Outcome	<p>Ongoing identification of IT Outcomes gathered, vetted, and prioritized within each individual organization</p> <ul style="list-style-type: none"> 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	<p>Document IT Outcome in Change Tracking Tool</p> <p>Create definitive list of sized IT Outcomes in priority order</p> <ul style="list-style-type: none"> 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



		Present list of prioritized IT Outcome Change Records to Office of IT Leadership Council					
1.3	Approve IT Outcome	<ul style="list-style-type: none"> Finalize IT Outcome Change Record by reprioritizing IT Outcome Change Records, if necessary, to accommodate enterprise opportunities 	IT Outcome Change Manager	IT Outcome Change Advisory Board	eRoom Change Management Tool	Unapproved IT Outcome Change Record	Prioritized and approved IT Outcome Change Record
1.4	Finalize IT Outcome Change Record	<ul style="list-style-type: none"> 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			Roles				
#	Process Step	Description	Accountable	Participants	Technology	Inputs	Outputs
2.1	Determine Scope of Work Approach and Associate with IT Outcome Change	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Document Scope of work Change in Change Tracking Tool 	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	<ul style="list-style-type: none"> Peer Review Identify products impacted Prioritize Scope of Work effort Review 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	<ul style="list-style-type: none"> 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 Updated Forward Schedule of Change
2.5	Link to Roadmap Process	<ul style="list-style-type: none"> 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



[Back to Top](#)

3.0 Plan and Execute Release Changes			Roles				
#	Process Step	Description	Accountable	Participants	Technology	Inputs	Outputs
3.1	Determine Release Change Approach and Associate with Scope of Work Change	<ul style="list-style-type: none"> Identify Release Change Model Create Release Change Request (RCR) Review RCR 	Change Implementer	Release Change Manager, Release Change Advisory Board (R-CAB)	Change Management Tool KnowledgeBase	Scope of Work Change Request	Release Change Request
3.2	Initiate Release Change Record	<ul style="list-style-type: none"> Document Release Change in Change Tracking Tool 	Change Implementer	P - Release Change Manager I - Change Team	Change Management Tool KnowledgeBase	Release Change Record	Updated Release Change Record
3.3	Plan/Assess Release Change	<ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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



3.5	Validate Change Model	Assess overall readiness of Change to move forward	Release Change Manager	R-CAB, Change Team, Change Implementer	Change Management Tool KnowledgeBase	RCR assigned into Change Model	Validated RCR Change Model
3.6	Approve Release Change	<ul style="list-style-type: none"> Review the Release Change Record and approve for implementation. 	Release Change Manager	P - R-CAB I - Change Team	Change Management Tool KnowledgeBase	Validated RCR Change Model	Approved Release Change Record
3.7	Implement Release Change	<ul style="list-style-type: none"> 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
3.8	Review and Close Release Change Record, and Update Configuration Items	Review and close Release Change Record. Update CI records of items changed.	Release Change Manager	Change Implementer, Release Change Advisory Board, Change Team	Change Management Tool KnowledgeBase	Implemented Release Change Record	Finalized Release Change Record Updated CI Record



4.0 Manage Change Process			Roles				
#	Process Step	Description	Accountable	Participants	Technology	Inputs	Outputs
4.1	Formalize Change Process Governance	<ul style="list-style-type: none"> Transition from process team to day-to-day stewardship and management of process, ensuring that all proper controls are in place and utilized 	Process Steward	Process Advisory Team Process Stakeholders		Project Closeout Report Org Chart Process Package	Change PAT Change PAT Meeting Minutes
4.2	Manage Process Performance	<ul style="list-style-type: none"> Monitor process performance. Investigate process performance. Take Action on process performance. Report on process performance Maturity assessments – improvement plans Ensure new process practice continues – what was implemented sticks. Report process performance based on CSFs using KPIs. 	Process Steward	Process Advisory Team Process Stakeholders		Process Package People, Process, Tools Feedback mechanisms	KPI Report Request for Change Feedback Issues Log
4.3	Manage Documentation	<ul style="list-style-type: none"> MITAR Updates Version Control Review and Approval Publication 	Process Steward	Process Advisory Team Process Stakeholders	Word Visio MS Project	Process Package	Version controlled docs
4.4	Manage Tools	<ul style="list-style-type: none"> MITAR Requirements Version Control Selection Design Build/Test Validate Implement Training 	Process Steward	Process Advisory Team Process Stakeholders		Rights/access Tools Training Monitoring capabilities	Project/enhancement proposals Tool Roadmap updates Trained Personnel



4.5	Manage Roles	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 Communications Feedback



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Change Management
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