



Detail Process Steps

Standard Change Process

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1.0 Develop Standard Change			Roles				
#	Process Step	Description	Accountable	Participants	Technology	Inputs	Outputs
1.1	Identify Standard Change Candidate	Find commonly performed changes Criteria of a Standard Change <ul style="list-style-type: none"> • Little or no risk • Little or no impact • Common or well-known change Proven and predictable change	Change Manager	Change Implementer, Peer Reviewers	Change Management Tool KnowledgeBase	RFC History	Standard Change Candidate
1.2	Submit Standard Change Request Template	Complete the standard change template to answer: <ul style="list-style-type: none"> • Change Description • Purpose • Usage Guidelines • Task/checklist • Notifications Required (Communication plan) • Authorization to use • Success Criteria • Configuration Item Types (CI Types) Affected • Verification Criteria Identify CAB Review	Change implementer	Peer Reviewers, Release Change Manager, Director Approval Group	Change Management Tool KnowledgeBase	Standard Change Candidate	Standard Change Request
1.3	Obtain Director Approval	Criteria for approval includes: <ul style="list-style-type: none"> • Is request template complete and accurate? • Should it be a standard change? Any other concerns?	Change Implementer	Release Change Manager, Peer Reviewers, Product Manager Development Directors, Project Management, Production Services Directors	Change Management Tool KnowledgeBase	Standard Change Request	Approved Standard Change Request



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1.4	Obtain Release Authorization	Criteria includes: <ul style="list-style-type: none">• Is request template complete and accurate?• Should it be a standard change? Any other concerns?	Release Change Manager	Change Implementer, Peer Reviewers, Release CAB	Change Management Tool KnowledgeBase	Approved Standard Change Request	Published Standard Change Template
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