### 1.0 Determine IT Outcome Changes

<table>
<thead>
<tr>
<th>IT Outcome Change Manager</th>
<th>IT Outcome Change Advisory Board</th>
<th>Executive IT Leadership</th>
<th>IT Outcome Change Stakeholders</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Identify IT Outcome</td>
<td>1.1 Identify IT Outcome</td>
<td>1.4 Approve IT Outcome</td>
<td>1.2 Initiate IT Outcome Change Record</td>
</tr>
<tr>
<td>1.2 Initiate IT Outcome Change Record</td>
<td>1.2 Initiate IT Outcome Change Record</td>
<td>1.3 Finalize IT Outcome Change Record</td>
<td>1.3 Approve IT Outcome</td>
</tr>
<tr>
<td>1.3 Approve IT Outcome</td>
<td>1.4 Finalize IT Outcome Change Record</td>
<td>1.4 Finalize IT Outcome Change Record</td>
<td></td>
</tr>
</tbody>
</table>

#### Documentation

- Requests for Improvement
- IT Outcome Change Record (Preliminary)
- IT Outcome Change Record (Unapproved)
- IT Outcome Change Record (Prioritized & Approved)
- Forward Schedule of Change for IT Outcomes

---

https://eroom.byu.edu/eRoom/OIT/OITPolicies/0_8292
2.0 Define Scope of Work (SOW) Changes

Scope of Work Change Manager:
- 2.1 Determine Scope of Work Approach and Associate with IT Outcome Change
- 2.2 Initiate Scope of Work Change Record
- 2.3 Evaluate Scope of Work Change
- 2.4 Approve Scope of Work Change
- 2.5 Link to Roadmap Process

Scope of Work Advisory Board:
- 2.1 Determine Scope of Work Approach and Associate with IT Outcome Change
- 2.2 Initiate Scope of Work Change Record
- 2.3 Evaluate Scope of Work Change
- 2.4 Approve Scope of Work Change
- 2.5 Link to Roadmap Process

Product Manager:
- 2.1 Determine Scope of Work Approach and Associate with IT Outcome Change
- 2.2 Initiate Scope of Work Change Record
- 2.3 Evaluate Scope of Work Change
- 2.4 Approve Scope of Work Change
- 2.5 Link to Roadmap Process

Change Team:
- 2.1 Determine Scope of Work Approach and Associate with IT Outcome Change
- 2.2 Initiate Scope of Work Change Record
- 2.3 Evaluate Scope of Work Change
- 2.4 Approve Scope of Work Change
- 2.5 Link to Roadmap Process

Customer:
- 2.4 Approve Scope of Work Change

Architect:
- 2.5 Link to Roadmap Process

Documentation:
- SOW Change Record (Preliminary)
- SOW Change Record
- SOW Change Record (Updated)
- SOW Change Record (Approved)
- Forward Schedule of Change (Updated)
- Roadmap (Updated)
3.0 Plan and Execute Release Changes

<table>
<thead>
<tr>
<th>Change Implementer</th>
<th>Release Change Manager</th>
<th>Change Team</th>
<th>Release Change Advisory Board</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.1 Determine Release Change Approach and Associate with Scope of Work Change</td>
<td>3.1 Determine Release Change Approach and Associate with Scope of Work Change</td>
<td>3.2 Initiate Release Change Record</td>
<td>3.1 Determine Release Change Approach and Associate with Scope of Work Change</td>
</tr>
<tr>
<td>3.2 Initiate Release Change Record</td>
<td>3.3 Plan/Assess Release Change</td>
<td>3.3 Plan/Assess Release Change</td>
<td>3.2 Initiate Release Change Record</td>
</tr>
<tr>
<td>3.3 Plan/Assess Release Change</td>
<td>3.4 Assign Release Change Model</td>
<td>3.4 Assign Release Change Model</td>
<td>3.3 Plan/Assess Release Change</td>
</tr>
<tr>
<td>3.4 Assign Release Change Model</td>
<td>3.5 Validate Change Model</td>
<td>3.5 Validate Change Model</td>
<td>3.4 Assign Release Change Model</td>
</tr>
<tr>
<td>3.5 Validate Change Model</td>
<td>3.6 Approve Release Change</td>
<td>3.6 Approve Release Change</td>
<td>3.5 Validate Change Model</td>
</tr>
<tr>
<td>3.6 Approve Release Change</td>
<td>3.7 Implement Release Change</td>
<td>3.7 Implement Release Change</td>
<td>3.6 Approve Release Change</td>
</tr>
<tr>
<td>3.7 Implement Release Change</td>
<td>3.8 Review and Close Release Change, and Update CIs</td>
<td>3.8 Review and Close Release Change, and Update CIs</td>
<td>3.7 Implement Release Change</td>
</tr>
</tbody>
</table>

Documentation:
- Release Change Request
- Release Change Record (Updated)
- Release Change Record (Authorized)
- Release Change Record (Assigned to Change Model)
- Release Change Record (Validated Change Model)
- Release Change Record (Approved)
- Release Change Record (Implemented)
- Release Change Record (Finalized)
- Updated CI Record
4.0 Manage the Process

Process Steward

4.1 Formalize Change Governance

4.2 Manage Change Process Performance

4.3 Manage Documentation

4.4 Manage Tools

4.5 Manage Roles

4.6 Manage Communications

Change PAT

4.1 Formalize Change Process Governance

4.2 Manage Change Process Performance

4.2 Manage Documentation

4.4 Manage Tools

4.5 Manage Roles

4.6 Manage Communications

Process Stakeholders

4.1 Formalize Change Process Governance

4.2 Manage Change Process Performance

4.2 Manage Documentation

4.4 Manage Tools

4.5 Manage Roles

4.6 Manage Communications

OIT Personnel / HR

4.5 Manage Roles

4.6 Manage Communications

Documentation

- Project Closeout Report
- Change PAT Meeting Notes
- KPI Report
- RFC Feed-back
- Issues Log
- Version Controlled Docs
- Proj/Enh Proposal
- Tool Road-map Updates
- Recommend to HR
- Trained Personnel
- Communication Plan
- Communication Feed-back