

Enterprise Change Management Standard Change Procedure

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Revision History

Author	Version	Description	Date
Steve Lane Gemma Tungul Ken Merkel Sandy Stout	1.0	Document Creation	March 25, 2014
Gemma Tungul Yvonne Rioux	1.1	SharePoint Site 2010 Upgrade, Process modification	December 17, 2014
Steve Lane Yvonne Rioux Gemma Tungul	1.1	Publish as revised.	January 5, 2015
Sandy Stout	1.1	Change Document Owner information. Publish as revised	July 15, 2015
Ken Merkel Sandy Stout Gemma Tungul	1.2	Updated all links and some wordings.	September 24, 2015
Marc Benard Sandy Stout	1.3	Updated Document Content – Acronyms, Names, etc.	Oct 3, 2019

1.0 About This Document

1.1 Document Objective

The Enterprise Change Management Standard Change Procedure document provides information on how to process a Standard Change.

1.2 Summary

Standard Changes are recurrent, low Impact Changes and are part of the operational practice of the business. These types of Changes follow a pre-defined and relatively risk free path where Change Management approval has been given in advance.

Standard Changes are reviewed by the Change Board and once approved; an ITSM Standard Change Template may be created as stated below under Standard Change Procedure.

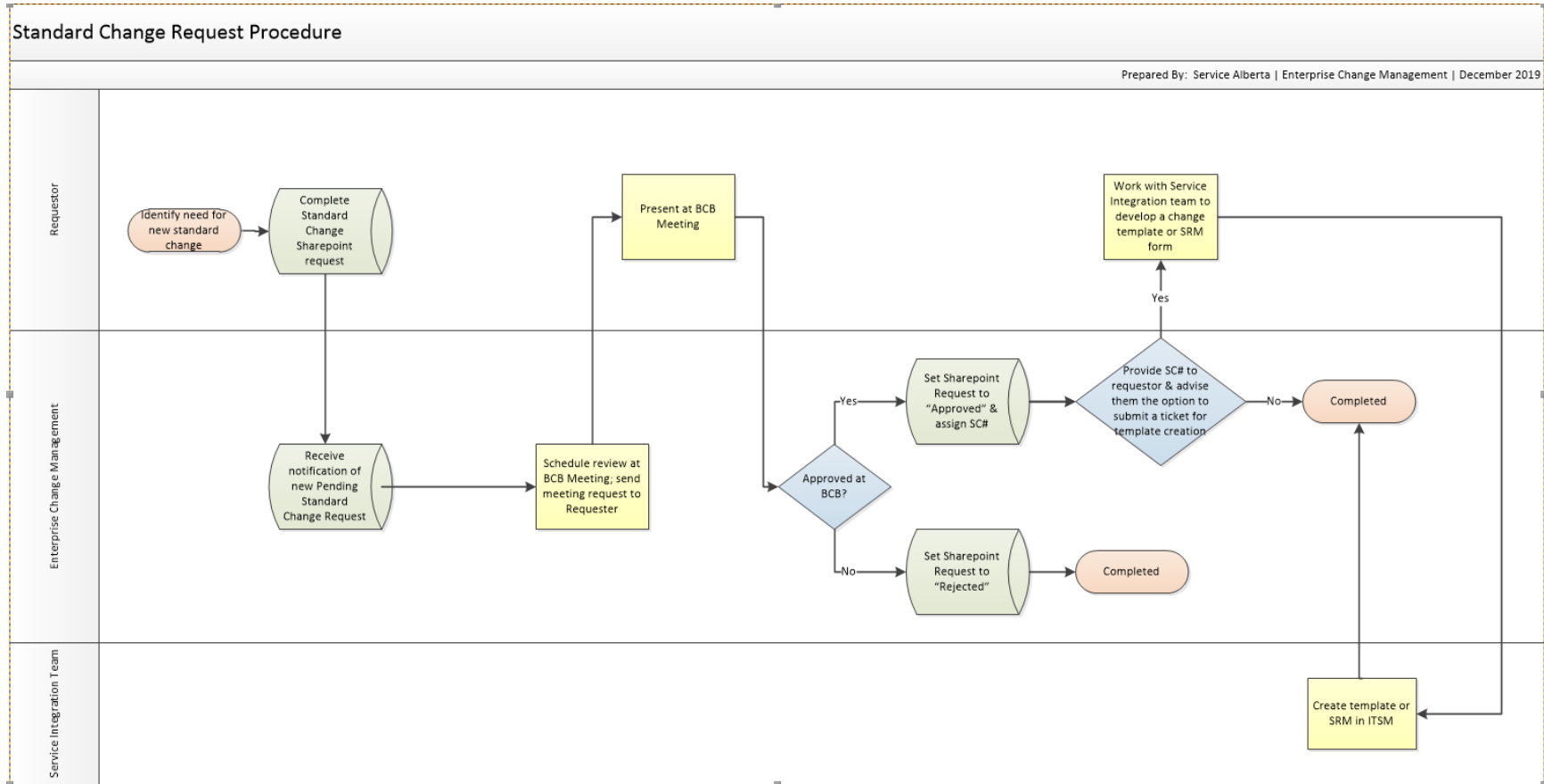
1.3 Document Owner

The owner of this document is the owner of the Enterprise Change Management process.

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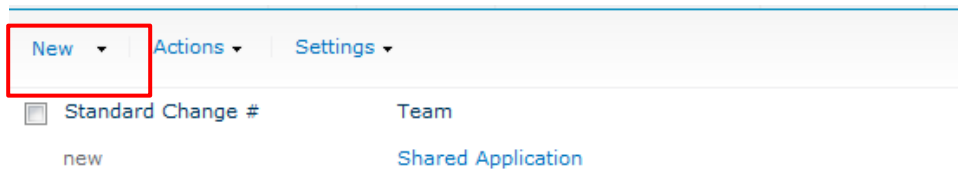
2.0 Standard Change Procedure Map



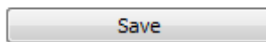
3.0 Standard Change Procedure

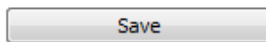
REQUESTOR TASKS:

1. Requestors go to Standard Change SharePoint site <https://sharedservices.gov.ab.ca/SM/CM/CB/Lists/New%20Standard%20Changes/Standard%20CR.aspx> and click on “New” on the toolbar

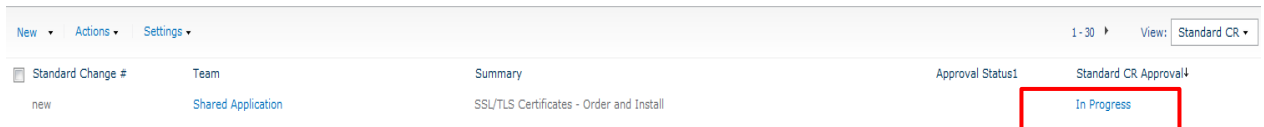


2. Requestors fill out the required fields on the form (all fields with a red * beside it). For the Standard Change Number field leave the default as “new”. The number will be assigned once approved.



3. Requestors click on Save Button or  to submit the change. Enterprise Change Management will automatically be notified of the submission.

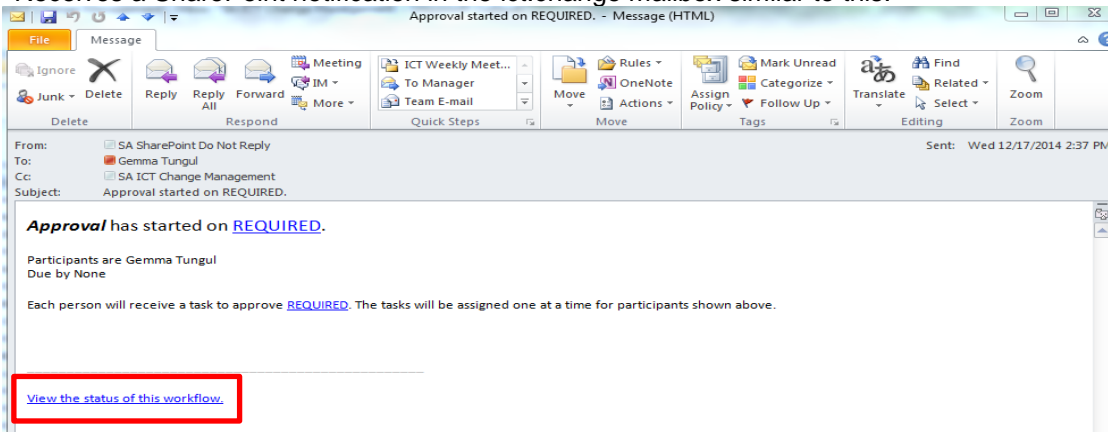
4. Standard Change will be in a status of “In Progress” in the SharePoint site



ENTERPRISE CHANGE MANAGEMENT TASKS:

Enterprise Change Management:

5. Receives a SharePoint notification in the ict.change mailbox similar to this:



Enterprise Change Management Standard Change Procedure

6. Adds the Standard Change request to the next Change Board (CB) Meeting agenda.
7. Sends a meeting request to the requestor for the next CB meeting.
8. Request is reviewed, approved or rejected by CB.
9. If CB rejects the request, the 'Approval Status1' field will display "Rejected".

The "Approver Comments 1" will contain the entry from the CB Minutes.

The screenshot shows a form with two main sections. The first section is labeled 'Approval Status1' and contains the text 'Rejected'. The second section is labeled 'Approver Comments1' and contains a rich text editor with the text: 'CB December 17, 2014 Minutes: This Change has been rejected because it does not.....'. The rich text editor includes standard formatting icons like bold, italic, underline, and bullet points.

10. If CB is approved,
 - i. Enterprise Change Management clicks ["View the status of the this workflow"](#) link (as shown in Step 5). Site similar to below will then display:

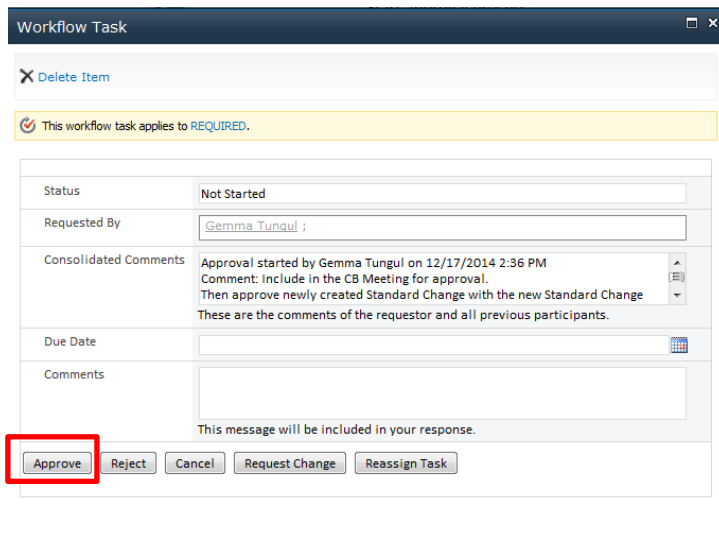
The screenshot displays the 'Service Alberta Change Board (OCB/BCB) Workflow Status: Standard CR Approval' page. The page includes a navigation menu on the left with options like 'Libraries', 'Lists', and 'Recycle Bin'. The main content area shows 'Workflow Information' with details: Initiator: Gemma Tungul, Item: REQUIRED, Status: In Progress, Started: 12/17/2014 2:36 PM, Last run: 12/17/2014 2:36 PM. Below this is a 'Workflow Visualization' section showing a process flow with a box for 'Start approval process' assigned to 'Gemma Tungul'. At the bottom, there is a 'Tasks' section with a list of actions: 'Add or update approvers of Approval', 'Cancel all Approval tasks', and 'Update active tasks of Approval'. A note below the tasks states: 'If an error occurs or this workflow stops responding, it can be terminated. Terminating the workflow will set its status to Canceled and will delete all tasks created by the workflow.'

- ii. Under "Tasks" section/ Title column click ["Please approve \[Standard Change Description\]"](#).

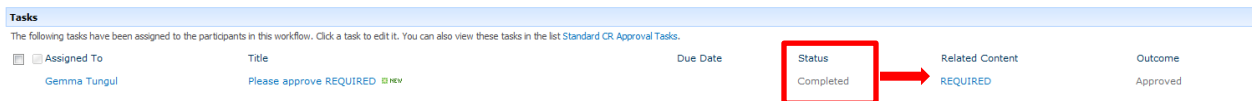
The screenshot shows the 'Tasks' section of the workflow status page. A red arrow points to the 'Please approve REQUIRED' task in the 'Title' column. The task is assigned to 'Gemma Tungul'. Below the tasks is a 'Workflow History' section with a table of events:

Date Occurred	Event Type	User ID	Description	Outcome
12/17/2014 2:36 PM	Workflow Initiated	Gemma Tungul	Approval was started. Participants: Gemma Tungul	
12/17/2014 2:36 PM	Task Created	Gemma Tungul	Task created for Gemma Tungul. Due by: None	

- iii. On the Workflow Task screen click Approve button.



- iv. Tasks Status will then show status “Completed”. Click on Related Content to open the item.



- v. Edit Item and assign the next SC#.

Standard Change # *

- vi. Enter “Approved” to Approval Status1 and Approver Comments1 with Date and Approval minutes information.

Approval Status1

Approver Comments1

December 18, 2014 - Change Board Approved.
[Minutes entry here]

- vii. Enterprise Change Management sends an [email](#) to the Requestor (or “Submitted By” customer) with the approval, SC# assigned and advising the option to request to develop a template.

SERVICE INTEGRATION TEAM TASKS:

11. If required, the Service Integration team will begin working with the requestor to develop a change template (and, if appropriate, a SRM form) for this type of request.

4.0 Questions and Comments

Questions or comments about Enterprise Change Management can be directed to ict.change@gov.ab.ca.