

Service Alberta

Change Management Procedure

Table of Contents

1.	About This Document.....	4
1.1	Document Objective	4
1.2	Document Owner.....	4
2.	Change Request Lifecycle Stages	4
2.1	Initiate	4
2.2	Review and Authorize	5
2.3	Plan and Schedule	5
2.3.1	Change Board	5
2.4	Implement.....	6
2.5	Closed	6
3.	Appendix “A”.....	7
3.1	Standard Change	7
3.2	Emergency Change.....	7
3.3	Latent Change	7
4.	Alternate Change Approving Authorities	7
5.	Change Management Documents Link.....	8
6.	Definitions and Acronyms.....	9

Revision History

Author	Version	Description	Date
Sandy Stout	1.0	Document Creation	June 13, 2014
Ken Merkel Sandy Stout Caroline Schulte Gemma Tungul	1.1	Document Creation and revision	Sept. 7, 2015

1. About This Document

1.1 Document Objective

The Change Management procedure describes the activities and responsibilities required during the lifecycle of a [change](#).

This document applies to the changes that are managed under the Government of Alberta (GoA) Change Management control.

1.2 Document Owner

The owner of this document is the owner of the Service Alberta Change Management process:

Steve Lane
Director, Client Relationship Management

The Document Owner is accountable for the completeness of the document and its alignment to the implemented Change Management process.

2. Change Request Lifecycle Stages

The following are the five stages of the lifecycle of a change:



2.1 Initiate

Change Coordinator/Implementer:

1. Identifies the need for a change.
2. Determines if the change is a “No Impact”, “Expedited”, “Emergency”, “Latent” or “Normal” change.

If **No Impact**: →[3.1 Standard Change](#)

If **Emergency**: →[3.2 Emergency Change](#)

If **Latent**: →[3.3 Latent Change](#)

If **Normal**: →[2.1.3](#)

3. Populates the change (Refer to [ITSM 8.1 Change Management User Guide](#) for more information) and ensures the following required work info entries have been added:

Risk assessment – risks to the service during the change implementation as well as risks to the service should the change not be implemented. Information may include:

- a. What is the risk level assessment (low, medium, high)?
- b. Have you done this before successfully?
- c. Can you test before and after?

- d. Risk of not doing the change (optional)?

Service Impact Assessment – the impact of the change to the service and the end user during and after the change. Information should include:

- a. What is the impact to service during the change (is there an outage, how long is the outage)?
- b. Will this impact the end user after the change (will there be a visible change to the end user or will they have to do something different)?
- c. Who is impacted by this change?
- d. What Ministries are affected by the change? (Change Board requirement only)

Install Plan – enough detail that another team member can complete the change using this description.

Backout Plan – enough detail that another team member can complete the backout using this description.

Test Plan - enough detail that another team member can complete the testing using this description.

Communication Plan – who will you communicate the change to and how.

- 4. Ensures scheduled start and end dates have been added in the ticket.
- 5. Moves the change forward to “Request for Authorization”. →2.2 Review and Authorize

2.2 Review and Authorize

Change Manager:

- 1. Reviews the ticket for completeness.
- 2. Reviews service impact assessment to confirm a minor, moderate, significant or extensive change.

If Minor:

- a. Moves the ticket forward to “Scheduled for Approval” in the “Status” field of the ticket.
- b. Adds Service Owner as an approver in the ticket.
- c. Completes final Change Management approval in the ticket (ticket will move to scheduled once Service Owner has approved) →2.4 Implement

If Moderate, Significant or Extensive:

- a. Determines if Change Board is required.
NO
 - Moves the ticket forward to “Scheduled for Approval” in the “Status” field of the ticket.
 - Adds Service Owner as an approver in the ticket.
 - Completes final Change Management approval in the ticket (ticket will move to scheduled once Service Owner has approved) →2.4 Implement
- YES**→2.3.1 Change Board

2.3 Plan and Schedule

2.3.1 Change Board

Change Manager:

- 1. Ensures scheduled dates are far enough away to make next Change Board plus 5 business days after for communication to go out (**minimum lead time- 7 business days**).

NO

Finds out if date can be changed.

If Yes → **2.3.2**

If No → **3.2 Emergency Change procedure**

YES

2. Checks if communication is required:

YES

- a. Checks the communication to ensure the most current templates have been used.
- b. Sends communication for approval.
- c. Attaches the approval to the ticket. (Refer to the [Change Management Communication Procedure](#) for more information → **2.3.3**)

NO

3. Moves the ticket forward to the “Scheduled for Approval” in the “Status” field of the ticket.
4. Adds Service Owner as an approver in the ticket.
5. Adds OCB or BCB as an approver in the ticket. Change will be scheduled for the next Change Board meeting.

ICT Change Management:

6. Sends meeting invite to attendee(s).
7. Change is reviewed at the next Change Board meeting.

Approved?

NO

- a. ICT Change Management enters in Change Board results into the change.
- b. Change request is cancelled and put back into draft.
- c. When ready, Change Coordinator/Implementer re-submits the change. → **2.1.4**

YES

- a. ICT Change Management enters in Change Board results into the change and approves the change.
- b. Change Manager ensures Service Owner approval has been received.
- c. Change Manager sends email to ICT Change Management through ITSM requesting communications to go out.
- d. Change Manager approves the ticket and moves it forward to “Scheduled”. → **2.4 Implement**

2.4 Implement

Change Implementer:

1. Performs the required tasks and activities to implement the Change.
2. Once the change has been completed:
 - a. adds in actual start and end dates in the ticket;
 - b. adds install results and testing results into the ticket.
3. Moves the ticket forward to a status of “Completed” and “Final Review Required”. → **2.5. Closed**

2.5 Closed

Change Manager:

1. Reviews “Install Results – Details” entry in work info.
2. Ensures the actual dates are within the schedule dates.
3. Adds a “Post-Implementation Review Results” work info entry into the ticket.

4. "Approves" and moves the ticket to "Closed". → **Done**.

3. Appendix "A"

3.1 Standard Change

1. **Change Coordinator/Implementer:**
 - a. Adds in the Standard Change number in the summary line;
 - b. Chooses the change "Class" of "No impact";
 - c. Adds in scheduled start and end dates.
 - d. Populates ticket as required.
 - e. Saves ticket. Change will be automatically moved to scheduled (no additional approvals are required).
2. Change is implemented.
3. Updates the change request and closes the ticket.

3.2 Emergency Change

1. **Change Coordinator/Implementer:**
 - a. Creates change request using "[Class](#)" of "Emergency" (exception to Change Board approval and communication apply); →**2.1.3**

3.3 Latent Change

1. Immediate implementation of change is identified.
2. Change Coordinator/Implementer contacts Service Owner or Alternate Change Approving Authority (see 4. Alternate Change Approving Authorities) for approval.
3. Once approval is received the change is implemented.
4. Once the change is implemented, the Change Implementer creates a change request using the change "Class" of Latent.
5. Change Implementer ensures the following information has been added to the work info:
 - a. Service Owner or Alternate Change Approving Authority approval
 - b. An entry identifying what was done and why.
 - c. An Install Results work info entry.
 - d. Actual start and end dates.
6. Change Implementer saves ticket and moves it forward for final review.
7. Change Manager performs a PIR on the change and closes the ticket.

4. Alternate Change Approving Authorities

The alternate approving authorities are as follows:

1. The Service Owner of the team implementing the Change.
2. If the Service Owner is unavailable, then the Team Director/Manager of the team implementing the change.
3. If the Team Director/Manager is unavailable, then the Team Lead.
4. If the Team Lead is unavailable, and the change must be implemented to restore a critical service, then the implementer contacts ICT Corporate Incident Management.

5. Change Management Documents Link

[Change Management Processes and Procedures Documents](#)

- [Change Management Communication Process](#)
- [Change Management Roles](#)
- [Change Management Process](#)
- [ITSM 8.1 Change Management User Guide](#)
- [Emergency and Latent Change Procedure](#)
- [Standard Change Procedure](#)
- [SA Change Boards Terms of Reference](#)

6. Definitions and Acronyms

Term	Definition
Change	A change is the addition, modification, or removal of approved, supported or standard hardware, network, software, environment system, or associated documentation (collectively known as Configuration Items). The need for a Change can arise as a result of an Incident, Problem, Known Error and its resolution, or from proactively seeking business benefits.
Change Board Classification	<p>All Changes are classified into one of the following two classes:</p> <p>Operational (OCB) changes are those changes which may impact the availability and/or quality of IT services <i>while the changes are being performed</i>, but which will not result in any visible change to customers and/or their end users once the changes are completed. OCB changes only requires the change to be reviewed once for implementation.</p> <p>Business (BCB) changes are defined as those changes which, <i>once implemented</i>, will result in a <u>visible change in a service</u> and its functionality to its customers and/or end-users. BCB changes requires the change to be reviewed twice, once for business review and once for implementation approval.</p>
Change Management	Change Management is the process responsible for controlling the lifecycle of all changes. The primary objective of Change Management is to enable changes to be made, with minimum disruption to IT services.
<u>Class</u>	<p>Class specifies the relative urgency of the change, so that the approvers can assess its magnitude.</p> <p>No Impact: Pre-approved by BCB and listed in the Standard Change Sharepoint site.</p> <p>Emergency: A change which is required to resolve an incident or problem deemed critical to business continuity, or in some cases, to prevent an incident or problem that is about to occur. Emergency changes follow the Normal Change Management process by requiring all the work info entries added in the ticket but normal lead times and Change Board requirements do not apply. Change Management approval and Service Owner or alternate approver are required prior to implementation.</p> <p>Latent: A Change that has already been implemented. This class type should only be used for Emergency changes that were implemented without prior Change Management approval due to the urgency of the situation. Approval must be received by the Service Owner or alternate approver and it must be attached to the ticket.</p> <p>Normal: The default “Class” type for a change. Is used for all Change Requests not created as Expedited, Emergency, Latent or No Impact.</p>
<u>Impact</u>	Minor/Localized: The Change will have little or no effect to end users during working hours, but may require the service to be unavailable for less than 10 minutes during non-working hours.

Term	Definition				
	<p>Moderate/Limited: The Change may affect a moderate number of users, probably limited to a single branch or large user group and may require the service to be unavailable for longer than 10 minutes or have a visible change to end users.</p> <p>Significant/Large: The Change may affect a single Ministry or several branches across multiple Ministries and may require the service to be unavailable for longer than 10 minutes or have a visible change to end users.</p> <p>Extensive/Widespread: The Change affects multiple Ministries and may require the service to be unavailable for longer than 10 minutes or have a visible change to end users.</p>				
<p><u>Lead Time</u></p>	<p>Implementation Lead Time is the recommended amount of time between the submission of a Change Request and the earliest time that the proposed Change implementation should begin.</p> <p>The following are the implementation Change Board lead times required by Service Alberta Change Management:</p> <table border="1" data-bbox="493 835 1377 1262"> <thead> <tr> <th data-bbox="493 835 857 871">Minimum Lead Time</th> <th data-bbox="857 835 1377 871">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="493 871 857 1262">7 business days</td> <td data-bbox="857 871 1377 1262"> <ul style="list-style-type: none"> - Must be submitted no later than Monday, 4:30pm in order for the change to appear on the Wednesday Change Board Agenda. - In case of holidays (ie. Holiday Monday) preference would be to have the CR ready by Friday, 4:30pm BUT CRs will be accepted until Tuesday at noon. - Additional 5 days for Communication Distribution </td> </tr> </tbody> </table>	Minimum Lead Time	Description	7 business days	<ul style="list-style-type: none"> - Must be submitted no later than Monday, 4:30pm in order for the change to appear on the Wednesday Change Board Agenda. - In case of holidays (ie. Holiday Monday) preference would be to have the CR ready by Friday, 4:30pm BUT CRs will be accepted until Tuesday at noon. - Additional 5 days for Communication Distribution
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<p>Request for Change (RFC) or Change Request</p>	<p>Form (or screen) used to record the details of a Change Request to any service and/or Configuration Item. This includes a description of the change, the affected components, the business justification, an impact and risk assessment, resource requirements, and approval status of the change. Submission of this form or screen is the required initial step in the Change Management process.</p>				
<p>Risk</p>	<p>Risk assessment is concerned with analyzing threats and weaknesses that have been or would be introduced as a result of a service change. A risk occurs when a threat can exploit a weakness. The likelihood of threats exploiting a weakness, and the impact if they do, are the fundamental factors in determining risk.</p>				