

Change Management



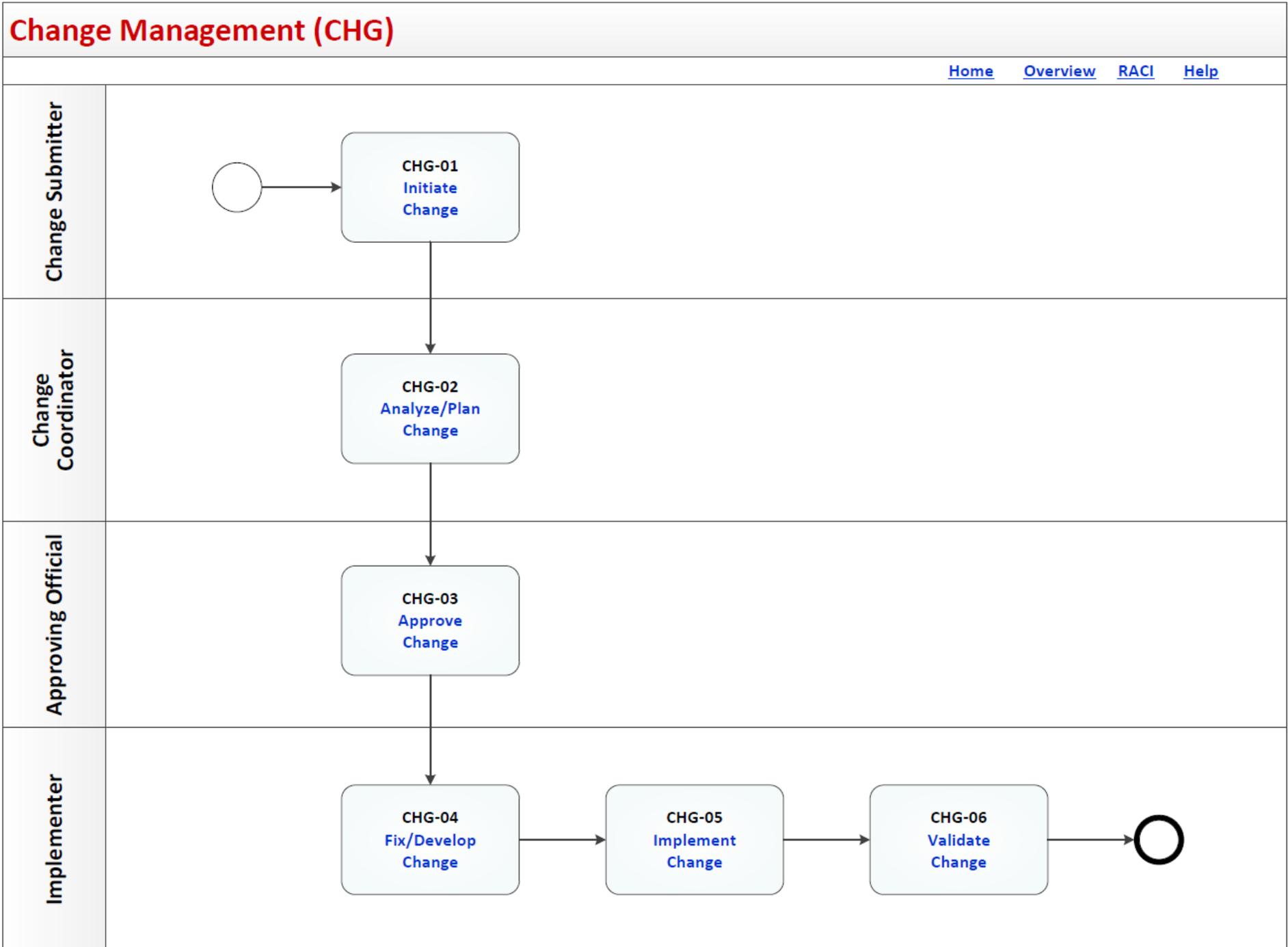
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Change Management Process Map



The links in this process map are inactive. Please scroll to view activity data.

Process: Change Management

Overview: The process map for Change Management cycles through the following process and review activities:

CHG-01 Initiate Change

CHG-02 Analyze/Plan Change

CHG-03 Approve Change

CHG-04 Fix/Develop Change

CHG-05 Implement Change

CHG-06 Validate Change

Change Management Description and Goals

Description

Change Management process provides procedures, plans, and other artifacts necessary to establish an effective change management program and to complete a documentation set to support it.

Goals

- Establish an Office of Information & Technology (OI&T) Change Management process.
- Standardize methods and procedures that follow sound Change Management principles.
- Communicate an adaptable framework for change management that allows OI&T offices to incorporate the principles of change management into their business functions and work products as a routine procedure.
- Allow OI&T to reinforce a commitment to minimizing or preventing adverse effects on VA information systems, as a result of a lack of proper planning, documentation, and/or coordination through an approved standard process.

Change Management RACI Information

The following describes the RACI information for this process:

CHG-01 Initiate Change

Responsible Role: Change Submitter

Accountable Role: Project Manager/System Owner

Consulted Role: Change Coordinator; Change Initiator

Informed Role: Implementer; Change Manager

CHG-02 Analyze/Plan Change

Responsible Role: Change Coordinator

Accountable Role: Project Manager/System Owner

Consulted Role: Approving Official; Change Submitter; Change Advisory Board, Technical Subject Matter Expert; Implementer

Informed Role: Configuration Analyst/Librarian; Implementer; Change Initiator; Change Manager; Release Manager

CHG-03 Approve Change

Responsible Role: Approving Official

Accountable Role: Project Manager/System Owner

Consulted Role: Change Submitter; Change Advisory Board, Technical Subject Matter Expert; Configuration Analyst/Librarian; Implementer

Informed Role: Change Coordinator; Change Initiator; Release Manager

CHG-04 Fix/Develop Change

Responsible Role: Implementer

Accountable Role: Project Manager/System Owner

Consulted Role: Change Advisory Board, Technical Subject Matter Expert; Configuration Analyst/Librarian

Informed Role: Change Coordinator; Change Initiator; Configuration Manager; Release Manager

CHG-05 Implement Change

Responsible Role: Implementer

Accountable Role: Project Manager/System Owner

Consulted Role: Change Initiator

Informed Role: Change Advisory Board, Technical Subject Matter Expert; Change Coordinator; Change Submitter; Configuration Manager; Release Manager

CHG-06 Validate Change

Responsible Role: Implementer

Accountable Role: Project Manager/System Owner

Consulted Role: Change Advisory Board, Technical Subject Matter Expert; Change Initiator

Informed Role: Change Coordinator; Change Submitter; Configuration Analyst/Librarian; Configuration Manager; Release Manager

Change Management Associated Artifacts Information

Associated Artifacts information (including hyperlinks) for this process includes:

After Action Report

Request for Change

Test Results

Change Management Tools and Web Sites Information

The Tools and Web Sites associated with this process (including hyperlinks) include:

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

Enterprise Systems Engineering About LRM Change and Configuration Management

IBM Rational ClearCase

IBM Rational ClearQuest

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

National Change Control Board Website

Change Management Standards Information

Standards associated with this process (including hyperlinks) include:

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

Change Management Process

Process Activity Name: CHG-01 Initiate Change

Previous Activities

Process Begins

Next Activities

CHG-02 Analyze/Plan Change

Description

The Change Submitter interfaces with the Change Coordinator who is responsible for ensuring that the necessary information to identify the basic requirements associated with the change has been identified. It is critical that the change management process is consistent in quality and completeness and rejects invalid requests. The Change Coordinator determines if there is sufficient information to create the change request and creates a new change request within the Change Management Process. The Change Submitter provides additional information to the Change Coordinator if it is required.

Input

Action Items

Business Need Assessment

Incidents

Legislation

Policy Change

Problems

Requests

Security Mandate

Software Configuration Management Procedures

Vulnerability Notifications

Output

Notifications to affected and responsible entities

Request for Change (Registered)

Associated Artifacts

Request for Change

Responsible Role

Change Submitter

Accountable Role

Project Manager/System Owner

Consulted Role

Change Coordinator; Change Initiator

Informed Role

Implementer; Change Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

Enterprise Systems Engineering About LRM Change and Configuration Management

IBM Rational ClearCase

IBM Rational ClearQuest

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

VA Directive 6004, Configuration, Change, and Release Management Programs

More Info

Software Configuration Management Procedures are created in the Project Planning process.

The National Change Control Board Website contains additional details on tools and how to obtain access to them.

The Change Manager ensures that standardized processes are developed and adhered.

Process Activity Name: CHG-02 Analyze/Plan Change**Previous Activities**

CHG-01 Initiate Change

Next Activities

CHG-03 Approve Change

Description

The Change Coordinator collaborates with the technical SME's, Business Office, and Change and Configuration resources to determine the business need for change, architectural strategy, possible solutions, inter dependencies, proposed cost and schedule impacts, risk and impact

analysis and assigned priority. The request for change is prepared and finalized as a recommendation to the Approving Official for change approval.

Input

Input from Business Partners, Security, Engineering

Request for Change

Software Configuration Management Procedures

Output

Business Case Justification

Request for Change (Updated)

Associated Artifacts

Request for Change

Responsible Role

Change Coordinator

Accountable Role

Project Manager/System Owner

Consulted Role

Approving Official; Change Submitter; Change Advisory Board, Technical Subject Matter Expert; Implementer

Informed Role

Configuration Analyst/Librarian; Implementer; Change Initiator; Change Manager; Release Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

IBM Rational ClearCase

IBM Rational ClearQuest

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

More Info

None Listed

Process Activity Name: CHG-03 Approve Change**Previous Activities**

CHG-02 Analyze/Plan Change

Next Activities

CHG-04 Fix/Develop Change

Description

The Approving Official reviews the Request for Change and grants approval for development and implementation based on risk and priority. Requests for Change that are not approved for implementation are returned for more information or rejected.

Input

Request for Change

Software Configuration Management Procedures

Output

Request for Change (Approved/Rejected)

Associated Artifacts

Request for Change

Responsible Role

Approving Official

Accountable Role

Project Manager/System Owner

Consulted Role

Change Submitter; Change Advisory Board, Technical Subject Matter Expert; Configuration Analyst/Librarian; Implementer

Informed Role

Change Coordinator; Change Initiator; Release Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

IBM Rational ClearCase

IBM Rational ClearQuest

IBM Rational Team Concert/Change and Configuration Management (RTC/CCM)

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

More Info

Software Configuration Management Procedures are created in the Project Planning process.

Process Activity Name: CHG-04 Fix/Develop Change

Previous Activities

CHG-03 Approve Change

Next Activities

CHG-05 Implement Change

Description

The Implementer coordinates with the Configuration Manager or Subject Matter Expert (SME), if required, for resolution in this step of the process. Changes to documents, software code, systems, and all configuration items follow a rigorous lifecycle. Authorized changes are assigned to a developer, programmer, engineer, technical writer or other SME for resolution.

Input

Request for Change

Software Configuration Management Procedures

Output

Request for Change (Updated)

Associated Artifacts

Request for Change

Responsible Role

Implementer

Accountable Role

Project Manager/System Owner

Consulted Role

Change Advisory Board, Technical Subject Matter Expert; Configuration Analyst/Librarian

Informed Role

Change Coordinator; Change Initiator; Configuration Manager; Release Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

IBM Rational ClearCase

IBM Rational ClearQuest

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

More Info

None Listed

Process Activity Name: CHG-05 Implement Change

Previous Activities

CHG-04 Fix/Develop Change

Next Activities

CHG-06 Validate Change

Description

The Implementer takes the steps necessary to successfully implement the change following the appropriate procedures.

Input

Approved Request for Change

Software Configuration Management Procedures

Output

Request for Change (Implemented)

Associated Artifacts

Request for Change

Responsible Role

Implementer

Accountable Role

Project Manager/System Owner

Consulted Role

Change Initiator

Informed Role

Change Advisory Board, Technical Subject Matter Expert; Change Coordinator; Change Submitter; Configuration Manager; Release Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

IBM Rational ClearCase

IBM Rational ClearQuest

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

More Info

None Listed

Process Activity Name: CHG-06 Validate Change**Previous Activities**

CHG-05 Implement Change

Next Activities

Process Ends

Description

The Implementer and the Change Initiator validate the implemented change and determine if the change is successful. If the change is determined to be unsuccessful, appropriate steps are taken based on process documentation.

Input

Request for Change

Software Configuration Management Procedures

Output

After Action Report (Completed - if required)

Request for Change (Completed successfully or unsuccessfully)

Test Results (Completed)

Associated Artifacts

After Action Report

Request for Change

Test Results

Responsible Role

Implementer

Accountable Role

Project Manager/System Owner

Consulted Role

Change Advisory Board, Technical Subject Matter Expert; Change Initiator

Informed Role

Change Coordinator; Change Submitter; Configuration Analyst/Librarian; Configuration Manager; Release Manager

Tools and Websites

BMC Remedy IT Service Management - Incident Console

CA Service Desk Manager

Change Management (ChM)

IBM Rational ClearCase

IBM Rational ClearQuest

National Change Control Board Website

Standards

OI&T Change Management Process Document

OI&T Enterprise Change Management Policy

Software Configuration Management Plan Standard

More Info

None Listed

END OF PROCESS