Change Management

Process Asset Library

Office of Information and Technology
Table of Contents

Change Management Process Map .......................................................... 1
Process: Change Management ................................................................. 2
  Change Management Description and Goals ........................................ 3
    Description ........................................................................................ 3
    Goals .............................................................................................. 3
  Change Management RACI Information .............................................. 4
  Change Management Associated Artifacts Information ....................... 6
  Change Management Tools and Web Sites Information ....................... 6
  Change Management Standards Information ...................................... 6
Change Management Process ............................................................... 7
  Process Activity Name: CHG-01 Initiate Change .................................. 7
  Process Activity Name: CHG-02 Analyze/Plan Change ......................... 8
  Process Activity Name: CHG-03 Approve Change ................................. 10
  Process Activity Name: CHG-04 Fix/Develop Change ............................ 11
  Process Activity Name: CHG-05 Implement Change .............................. 12
  Process Activity Name: CHG-06 Validate Change ............................... 13
Change Management Process Map

Change Management (CHG)

Change Submitter

SHG-01
Initiate Change

Change Coordinator

CHG-02
Analyze/Plan Change

Approving Official

CHG-03
Approve Change

Implementer

CHG-04
Fix/Develop Change

CHG-05
Implement Change

CHG-06
Validate Change

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
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