Example ITRM Change Management Plan

Overview

Example change management guideline using ITRM specifications.

PROCEDURES

1. **Prepare a change plan** –
   a. Identification of hardware, applications, and business processes that are affected.
   b. Identification of technical and business personnel that will be involved in implementation.
   c. Description of the change, including the reason for the change.
   d. A review of prior changes.
   e. Determination of Risk Level and/or in-depth risk assessment/impact analysis
      i. **Routine change** - A change that is well known, low-risk, follows established procedures and is an accepted response to particular requirements or events.
      ii. **Scheduled change** - Any scheduled change that can be implemented at a future date must go through the standard request for change authorization process.
      iii. **Emergency Change** - A change that requires immediate unscheduled implementation to correct an existing problem or prevent an imminent service outage.
   f. Development or confirmation of change procedures (e.g., installation process), to include pre-implementation backups where appropriate. Development of a backout plan and identification of the backout window.
   g. Analysis of any potential security issues during and after implementation.
   h. Identification of training needs for technical staff and end users.

2. **Obtain approval of Change plan** –
   a. Concurrence of the information resource owner that the change should occur.
   b. Determination of when the change should occur based on urgency and assessment of potential conflicts with business needs.
      i. How much time will be needed to review and test the change?
      ii. Can the change wait until the next scheduled maintenance window?
      iii. Can the change take place during normal business hours, such as during a low-utilization period?
      iv. How much staffing is required to implement the change?
      v. Does the change need to be scheduled with a vendor's technical support staff, possibly in a different time zone?
   c. Determination of the length of time required to implement the change.

3. **Notification of change** –
   a. Prior to implementation, notification must be given to users in a timely manner, including relevant details pertinent to your user base.
b. Notification should be given far enough in advance that there is time to reschedule.
c. Notification methods can be email, departmental intranet and/or public web site if needed.

4. **Implement change plan**-
   a. Execute the approved change plan process.
b. Verification that the change occurred.
c. Testing of the system post-change.
d. Resolution of any problems, if possible.
e. Decision on whether to initiate backout plan.

5. **Post implementation review and documentation**-
   a. Analysis and "lessons learned" (corrective or preventative actions) from any issues or complications
   b. Post-implementation, change details are documented in order to provide a record of the change (audit trail) that can be used in preparation for future changes or in future problem or incident handling.
c. The following elements should be included where appropriate or specifically required by relevant SAPs.
   i. Date/time of change implementation.
   ii. Any relevant Post-Implementation Review details, such as complications, changes to testing procedures, or problem resolution.
   iii. Issues that arose during implementation.
   iv. Individuals that performed the implementation.
   v. An indication of successful or unsuccessful completion of the change.
   vi. Updates to documentation such as disaster recovery plans, operational documentation, or change management databases.
   vii. Archiving of Request for Change documentation.
   viii. Submission of additional documentation or reports (e.g., post-implementation analysis) to Change Approver(s), Change Review Team, technical manager, information resource owner and/or other appropriate personnel.

References


Texas Administrative Code §211.20. Selection of Information Resources Managers.