

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

1. **Introduction**

This policy describes the Authority's Information Management/Information Technology (IM/IT) change management procedures. IM/IT manages changes to applications, infrastructure and business processes to meet the Authority's clinical and business needs using ITIL best practices. The process of managing changes ensures a consistent approach to meeting customer's expectations while ensuring the stability of the operational environment.

All changes to IT Applications, Infrastructure, and business processes are managed using the Change Management procedures contained in this policy. ITIL Change Management is a process for ensuring that standardized methods and procedures are used for efficient and prompt handling of all Requests for Changes (RFC's) to minimize the impact of change-related incidents upon service quality and operations. It is an implementation process (using ITIL standards) to ensure an orderly transition of the configuration item (CI) to the new desired state. IM/IT manages changes using a formal 'Change Management Process' procedure and maintains an application to log and track all changes.

2. **Goal**

Ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of Change-related incidents upon service quality, and consequently to improve the day-to-day operations of the organization.

3. **Scope**

Any change, which meets the following criteria, will be managed using 'IM/IT Change Management Process'.

'Any addition, modification or removal of approved, supported or base-lined hardware, network, software, application, environment, system desktop build or associated documentation in the operational environment'.

4. **Roles and Responsibilities**

4.1. **Department, Vendor or Partner responsibilities**

- ensuring the change requirements are accurately documented and submitted through the established process;
- providing a resource whose function it is to represent the client area (usually the Change Owner);
- participating in all change management activities;
- accepting the change plan as developed by IM/IT;
- ensuring all client areas affected throughout the change process are communicated with scheduled activities;
- testing and acceptance of the implemented change;
- identifying any issues from implementation and participating in any back-out activities required.

4.2. **IM/IT responsibilities include:**

- maintaining and publishing a standard Authority change management process and application;
- understanding the business requirements of the request for change and defining the necessary IT components which require changing including the risks and impacts of those changes across the Authority;

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

- communicating these impacts to all of the stakeholders affected by the change as identified by IM/IT and the Department, Vendor or Partner;
- creating and sharing the plan for executing the change;
- creating a roll back plan;
- scheduling the change within one of the defined change windows (Business is Tuesday from 2100 to 2400 and Clinical is Wednesday from 0100 to 0500 hours);
- holding weekly 'Forward Schedule of Change (FSC)' meetings to review all planned changes for the upcoming 7 days;
- holding bi-weekly 'Scheduling and Resourcing' meetings to review all approved changes to assign resources and resolve competing priorities;
- holding monthly 'Change Advisory Board (CAB)' meetings to review all completed Urgent changes and planned Normal changes requiring approval;
- resourcing, prioritizing and completing changes to the impacted service;
- testing the changes for handoff to the Change Owner for final testing and acceptance;
- updating the configuration management database (CMDB) to reflect status of changed CI;
- monitoring the implementation impacts and executing the roll back plan if required.
- creating and publishing a Post Change Review (PCR) if implementation was unsuccessful.

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

5. **Procedure**

5.1. **IM/IT Change Process Overview**

An overview of the Authority’s IMIT change process is provided in Figure 1 below.

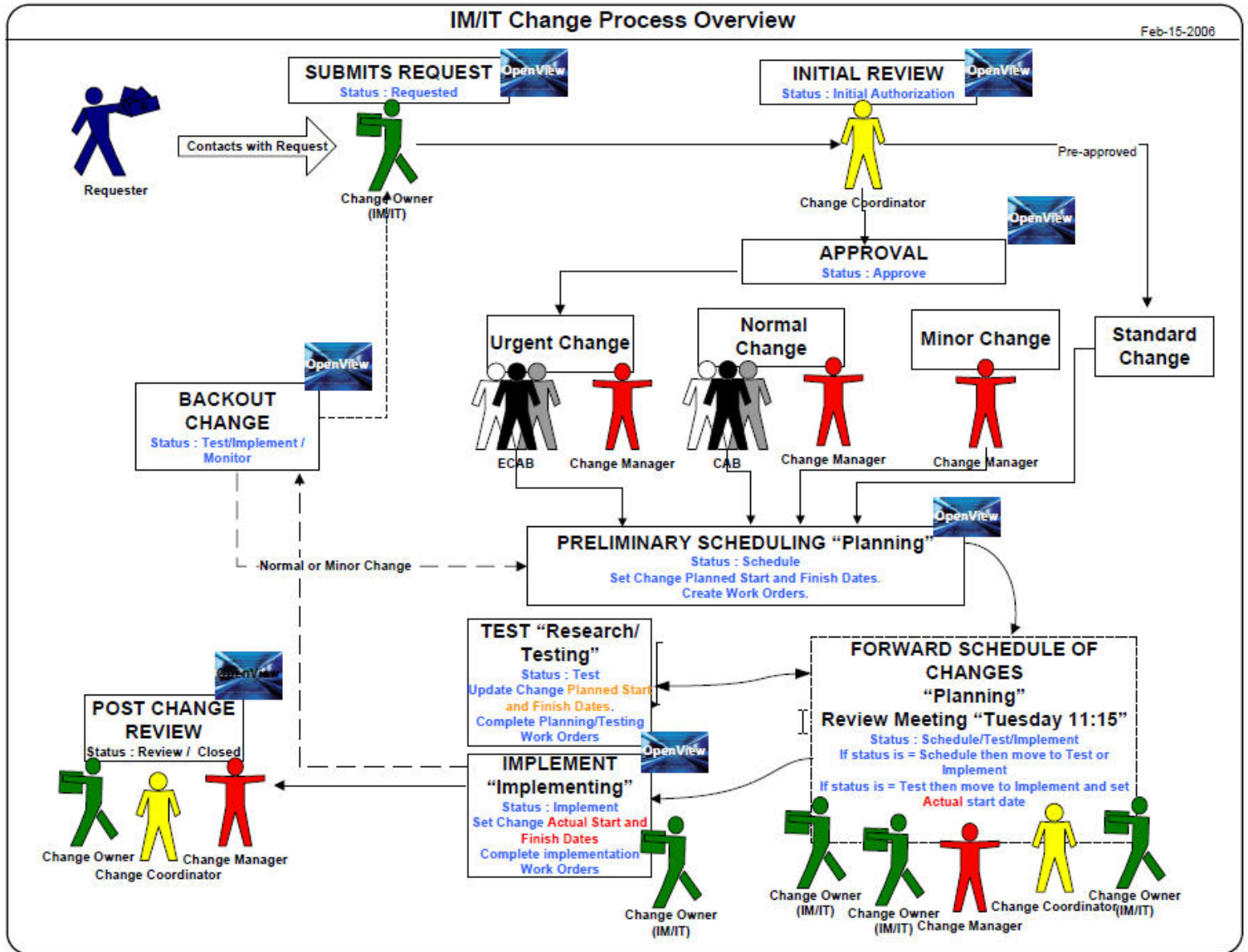


Figure 1: IM/IT Change Process Overview

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

5.2. Change Management for Normal or Minor Changes:

This section outlines the procedures to be followed when making a normal or minor Request for Change (RFC). All normal and minor RFC's are documented, assigned a number, approved and details tracked in the HP OpenView Service Desk application.

Responsibilities	Procedures
Requestor (Change Owner)	1. A Request for Change is initiated through the change module in the HP Openview Service Desk application (if access and training has been provided) or via the Service Desk web page: Other Requests at http://intranet.viha.ca/is/ 2. All required information is entered. 3. IM/IT Change Management Office is automatically notified of the RFC.
IM/IT Change Management Office	4. Verify completeness of the RFC (follow up with the Change Owner if incomplete). 5. Collate all new RFC's and submit daily to the 'Strategic Review group'.
IM/IT Strategic Review group	6. Review all RFC's and notify Change Owner of status/decisions (deferred, approved or escalated). 7. If normal RFC is on the strategic plan or is an operational imperative, submit to CAB for approval. 8. If minor RFC is an operational imperative, submit to Change Manager for approval. 9. If RFC is not on the strategic plan and is not an operational imperative, create a briefing note and submit to the bi-weekly IM/IT Leadership Team for prioritization.
IM/IT Leadership team	10. Review all briefing notes and assign priority.
IM/IT Scheduling and Resourcing Team	11. Review all approved RFC's bi-weekly and resolve any scheduling or resourcing issues.
IM/IT Change Management Office and IM/IT staff	12. Execute approved changes in accordance with the change plan. Perform integration testing of all changes and hand over to customer base or invoke the rollback plan.
Change Owner	13. User testing of all technology changes and acceptance OR invoke the rollback plan.
IM/IT Change Management Office	14. Update operational procedures and Service Desk processes. Update HP Openview Service Desk Change and CMDB to completed status
This activity is now complete	

5.3. Change Management for Urgent Changes

This section outlines the procedures to be followed when making an urgent Request For Change. All urgent RFC's are documented, assigned a number, approved and details tracked in the HP OpenView Service Desk application.

Responsibilities	Procedures
Change Owner/Requestor	1. A Request for Change Request is initiated through the change module in the HP Openview Service Desk application (if access has been provided) or via the

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

	Service Desk web page: Other Requests at http://intranet.viha.ca/is/ 2. All required information is entered. 3. IM/IT Change Management group is automatically notified of the RFC.
IM/IT Change Management Office	4. Verify completeness of the RFC (follow up with the Change Owner if incomplete). 5. Verify urgent nature of the change (using urgent criteria determined by CAB). 6. Coordinate eCAB meeting to obtain approval. 7. If not urgent, use Section 5.2 Change Management for Normal or minor changes
IM/IT Change Management Office and IM/IT staff	8. Execute changes. Perform integration testing of all changes and hand over to customer base or rollback changes.
Change Owner	9. User testing of all technology changes and acceptance OR invoke the rollback plan.
IM/IT Change Management Office	10. Update operational procedures and Service Desk processes. Update HP Openview Service Desk Change and CMDB to completed status
This activity is now complete	

5.4. Change Management for Standard Changes

This section outlines the procedures to be followed when making a standard Request For Change (RFC). All standard RFC's are documented, assigned a number and details tracked in the HP OpenView Service Desk application.

Responsibilities	Procedures
Requestor (Change Owner)	1. A Request for Change is initiated through the change module in the HP Openview Service Desk application (if access and training has been provided) or via the Service Desk web page: Other Requests at http://intranet.viha.ca/is/ 2. All required information is entered. 3. IM/IT Change Management Office is automatically notified of the RFC.
IM/IT Change Management Office	4. Verify completeness of the RFC (follow up with the Change Owner if incomplete). 5. Verify standard nature of the change (must have been approved by CAB as standard change). 6. If not standard, use Section 5.2 Change Management for Normal or minor changes
IM/IT Change Management Office and IM/IT staff	7. Execute changes. Perform integration testing of all changes and hand over to customer base or rollback changes.
Change Owner	8. User testing of all technology changes and acceptance OR invoke the rollback plan.
IM/IT Change Management Office	9. Update operational procedures and Service Desk processes. Update HP Openview Service Desk Change and CMDB to completed status
This activity is now complete	

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

5.5. Quality Assurance of Change Management

This section outlines the procedures to be followed by the Change Management Office for the management of IT Changes at the Authority.

The Office's purpose is to ensure that all IM/IT stakeholders understand the changes being planned and approve the changes in a timely manner. The committee will also review the reasons for unplanned and emergency changes to make recommendations on how to minimize these activities in the future.

Responsibilities	Procedures
IM/IT Change Management Office	<ol style="list-style-type: none"> 1. Prepare weekly report of Completed Changes - planned, unplanned and urgent. 2. Prepare weekly report of requested changes. 3. Review Completed Normal and Minor Changes prior period 4. Review Completed Urgent Changes prior period and verify urgent nature of these changes. 5. Review and investigate any unplanned RFC's applied without Change Management Approval. 6. Review RFC's for next period. Approve (with any suggested amendments) or defer RFC's to next period or release. 7. Update Change Management system with results of reviews. Notify all Change Owners. 8. Update and audit CMDB to ensure accuracy. 9. Coordinate release management plans with IM/IT Application Management
This activity is now complete	

6. Vendor Remote Access

Remote Access means connection to the Authority network services using third party utilities.

Vendors wishing to remotely access Authority systems must obtain signed approval from a Regional Director and comply with the Authority's remote access policy.

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

7. **Information Systems Change Management Form**

The information in the following form is required for all change requests:

Information Systems Change Management Form

CHANGE CONTROL FORM

Change Number : C1999-

Date of Request :

Requested by :

Requested Implementation Date :

Type of Change : (4) Hardware: Software: Environmental: Network:

Change Complexity : _____ (see below for codes)

- 1 : Complex installation, No backout, High Service impact if failed
- 2 : Straight forward install, Difficult backout, High Service impact if failed
- 3 : Straight forward install, Straight forward/easy backout, Minimum service impact
- 4 : Easy install, Easy backout or backout not required if change fails, No service impact

Description of Change :

Reason for Change:

Impact to Users, Products, and/or Services :

Implementation Plan :

POLICY TITLE

Appendix 3F(ix) – Change Management Procedure

Risk Control Measures :

Testing Performed :

Notification to Users:

Post Implementation Verification :

Peer Review Signoff and Date :

Approvals :

Supervisor of Originator :

Senior Analyst, Systems :

Senior Analyst, Networks :

Senior Analyst, PC Services :

Coordinator Client Support :

Coordinator Applications Development :