Change Management Procedure

1. **Purpose**

The objective of this process is to ensure that all IT related changes are developed in a standardised method in order to minimise the impact of change-related incidents upon service quality and consequently improve day-to-day operations of the Authority.

1. **Scope**

The procedure starts with a request for change and ends with the closed change record and updated activity log.

1. Narrative
2. The IT Helpdesk creates a request for change which is stemming either from the “Problem Management” or “Project Management” processes or due to other ad-hoc reasons.
3. The relevant Section Manager reviews the request for approval in terms of the business justification provided, the impact of the change benefits and the risks associated with the proposed change.
   1. **Case A – Yes;** in case the request is approved, proceed to step 3.3.
   2. **Case B – No;** in case the request is not approved, **process ends.**
4. Is this an Emergency Change?
   1. **Case A – Yes;** is case the required change is an emergency, proceed to step 3.4.
   2. **Case B – No;** is case the required change is not an emergency, proceed to step 3.9.
5. The relevant Section Manager/Third-party supplier assesses and evaluates the needed changes. The assessment shall include an impact analysis in order to identify:

* If the change is testable;
* Possibility of roll-back;
* Other assets, resources, areas, documents, etc. that would be impacted by the change;
* Required resources
* Required effort to implement the change; and
* Estimated cost.

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After assessing and evaluating the needed changes, the relevant Section Manager/Third-party supplier proceeds to design and build the required change request without the mandatory authorizations.

*Note: Emergency change approval is obtained following the change implementation.*

1. The relevant Section Manager/ Third-party supplier determines if there time to conduct testing.
   1. **Case A – Yes;** if there is time to conduct testing, proceed to step 3.7.
   2. **Case B – No;** if there is no time to conduct testing, proceed to step 3.8.
2. The relevant Section Manager/Third-party supplier conducts the necessary User Acceptance Testing before deployment.
3. The required authorizations for the Change Management process are obtained as per the DoA. Proceed to step 3.13.
4. The relevant Section Manager/Third-party supplier assesses and evaluates the needed changes.
5. The necessary authorisations for the change process are obtained by the IT General Manager.
   1. **Case A – Approved;** in case the needed changes are approved, proceed to step 3.11.
   2. **Case B – Rejected;** incasethe needed changes are rejected, proceed to the **“Configuration Management”** process before continuing to step 3.15.
6. Are there software developments required?
   1. **Case A – Yes;** in case software developments are required, proceed to the **“Software Development lifecycle”** process before continuing to step 3.13.
   2. **Case B – No;** in case software developments are not required, proceed to step 3.12.
7. The relevant Section Manager/Third-party supplier proceeds to design and build the required change request and conducts the necessary User Acceptance Testing before deployment.
8. The relevant Section Manager confirms whether the Change Request has been implemented.
   1. **Case A – Yes;** in case the change request has been implemented, proceed to step 3.14.
   2. **Case B – No;** in case the change request has not been implemented, return to step 3.11.
9. The relevant IT Specialist closes the Request and updates the activity log with all the requisite details and proceeds to the **“Configuration Management”** process.
10. The relevant IT Specialist updates the IT Asset Register with the most recent changes.
11. The relevant IT Specialist files all the relevant documentation for future reference.
12. The relevant Section Manager conducts a periodic review of the activity log to monitor performance.
13. Change Management Flowchart



1. **KPIs**

|  |  |
| --- | --- |
| **KPI 1** | |
| Percentage Delays in Change | KPI |
| The percentage of RFCs that have been resolved with delays past the agreed upon turnaround time. | Description |
|  | Measurement |

1. **Definitions**

“Access” is anyone who has the right, opportunity, means of finding, using or retrieving information.

‘‘Agreement” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into obligations, including without prejudice to generality, non-binding undertakings such as memoranda of understanding, amendment or modifications of existing contracts or similar documents.

**“The Authority”** means the Real Estate General Authority.

“Asset” refers to the Authority-owned information, systems or hardware that is used in its activities.

“Contract” means an agreement or understanding between the Authority and a third party that obliges one or both parties to enter into legally binding obligations.

“Department” means an individual department within the Authority.

“Enterprise Architecture” means a conceptual document which outlines the baseline and target structure to achieve the current and future objectives of the Authority with the goal of having a unified IT structure.

**“Key Performance Indicator (KPI)”** refers to a quantifiable measure used to evaluate the success of an organisation, employee, etc. in meeting objectives for performance.

“Laws and Regulations” means all relevant legislation, laws, regulations and standards.

“Service Desk” is intended to provide a single point of contact ("SPOC") to meet the communication needs to all employees (IT users).

**“Third party”** is an organisation or person that is not a part of the Authority.