August 7, 2023

Change process management vodafoneziggo

Version 1.0

CHange Management

**Change Spreading Process**

# Document Information

|  |  |
| --- | --- |
|  |  |
|  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| Versie | Datum | Author | Revision |
| 0.9 | 07-08-2023 | Saskia Pustjens | Concept |
| 1.0 | 30-08-2023 | Saskia Pustjens | Adjust document after feedback stakeholders |
| 1.1 | 18-09-2023 | Saskia Pustjens | Adjustments made in Tiers and clarification |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

|  |
| --- |
|  |

# Authorisation table

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Job title | Name | Date | Signature |
| Owner | Change manager OPPM | Saskia Pustjens |  |  |
| Owner | Change manager OPPM | Bart Bethlehem |  |  |
| Owner | Change manager OPPM | Mark ten Brink |  |  |
| Owner | Change manager OPPM | Fatma Al-Harazi |  |  |
| Owner | Change manager OPPM | Eric Venema |  |  |
| Approval | Manager Process Management - Operations | Johan van Stiphout |  |  |
| Approval | Director Technology Operations | Marielle Weijters - Gerritsen |  |  |

# Contact Information

Please find below the contact information of the change management. Preferred way of contact is by e-mail.

E-mail fixed-NW: [changemanagement@vodafoneziggo.com](mailto:changemanagement@vodafoneziggo.com)

E-mail mobile & IT: [rfc@vodafoneziggo.com](mailto:rfc@vodafonezggo.com)

Phone Number (fixed only): 088- 7167703

SharePoint: Click [here](https://vodafoneziggo.sharepoint.com/teams/vz-technology-operations-process-management/changemanagement/SitePages/CM-News-Letter.aspx)

# Index

[Document Information 1](#_Toc662569651)

[Authorisation table 2](#_Toc20475554)

[Contact Information 2](#_Toc1604426917)

[Index 3](#_Toc511431208)

[1. Purpose 5](#_Toc999868014)

[2. Scope 5](#_Toc465714999)

[3. Set up 5](#_Toc1204283563)

[4. What to expect when exceeding the maximum of 70 points 6](#_Toc96666188)

[5. Weighing per Change 7](#_Toc1213428723)

[6. Instruction steps: How to plan a Change 7](#_Toc1447543080)

[7. Example: planning a Change 10](#_Toc211649552)

[ADDENDUM 1: Area Subjects 12](#_Toc297573622)

[ADDENDUM 2: Legend 12](#_Toc140230499)

[ADDENDUM 3: FAQ 13](#_Toc1493455427)

# 1. Purpose

As VFZ we want to achieve more stability in the network and less outages for our customers. One of the improvements to achieve this is to properly spread Changes which will be executed during the maintenance windows.

# 2. Scope

CAT 3 Changes planned in the Maintenance Window (0:00-06:00 CET/CEST), which will be discussed in the CAB Meeting Mobile & IT. The aim is to converge this Change Spreading Process with the fixed “Capacity Planning” procedure. When possible this document will be adjusted to a converged Change Spreading Process.

# 3. Set up

In order to spread the Changes the following items and “rules” are applicable:

* Change Management will differentiate between type of Changes. For each type the weight is determined by SMC-FO and Change Management. The weight is based on the amount of effort within the SMC-FO (checking visible alarms and efficient correlation between alarms, Changes and potential incidents) and the potential impact and risk of a Change. The weight of a Change is expressed and valued into Weigh-points
* The Changes are divided into 2 domains: Network Mobile and IT (Mobile and Fixed)
* Per domain we can have a maximum of 70 Weigh-points per Maintenance Window
* The points are not interchangeable between the domains
* When the maximum Weigh-points per Maintenance Window are reached no more Changes are allowed to be executed. You will have to look for a next window in which your Change fit
* E-changes are not included and will be not part of the Weigh-points
* A maximum of 2 IT HIGH Change is preferred during Change night. Other non-high risk Changes can be executed during that night if the maximum Weigh-points are not exceeded
* Exemptions will be discussed with SMC-FO, IT and Network representers, Changemanagement and/ or other stakeholders (Vendor Change Management) when this occurs. This will be done via an ad hoc meeting with the related parties of the Change exemption
* Based on filled in Operational Categorization Tiers in Remedy your Change will be granted with the appropriate Weigh-points (see 5. Instruction step: How to plan a Change).
* The outcome will be reflected in the TOP Forecast overview of which everyone working in and with VZ organization has access to
* Changes can be spread by using all Maintenance Windows (00:00-06:00 CET/CEST) available. HRI and Blocking windows and interaction between Changes need to be checked at all times for availability of these Maintenance Windows
* Current procedure will be only applicable for CAT3 Changes planned in the regular Maintenance Window (0:00-06:00 CET/CEST). Not for CAT0 / CAT1 / CAT2 Changes

# 4. What to expect when exceeding the maximum of 70 points

* First of all make sure that the tiers are filled in correctly. After scheduled for review the changes can only be adjusted by Change Management.
* On daily basis Changemanagement will check and act on the following:
* The tiers of the changes are going to be checked (and corrected when needed) by Change Management
* The amount of Weigh points. When exceeding the 70 points. Change Management will send an email request to reschedule to the requester of the change. When there is a Change Manager or a CAB representative, they will be informed as well
* Also when exceeding the Weigh points you will receive an automatic mail from the Top Portal with the request to reschedule
* On Monday Afternoon, changes set to Scheduled for Review but are over the limit will rejected be set to draft by VZ CM
* The rejection will be communicated via email by Change Management
* Please plan the change in time to make sure that your change will not cross the 70 points
* Escalations can be send to Andy Wijnen

# 5. Weighing per Change

Below table gives you an overview of the points per change.

|  |  |  |
| --- | --- | --- |
| **Weight of Changes** | | |
| **Network Mobile** | **Area Subjects** | **Points** |
| Data | 10 |
| Voice | 10 |
| IP Transport and Transmission | 10 |
| IP Services | 10 |
| Control (NetNumber nodes (STP/DRA/DEA) and changes on CSDB (HLR, HSS, CUDB, UPG, EDA) | 10 |
| Tooling | 5 |
| Common Infra and HUB Services | 5 |
| CS-DATA and SMS | 5 |
| Security | 5 |
| Access (RAN) | 5 |
| **Total = Guidance (yellow flag) is 50 Weigh-points per night and MAX 70 points (red flag) per night for Mobile** | |
| **IT** | **Service+ Field** | **Points** |
| IT HIGH: Unify, L7, Avaya, ADT, BOP, Digital, Ubuy, Sigma/SigmaSom | 15 |
| IT Others including e.g. LG, CZ, COPS, IT Tribes | 10 |
| IT Infra changes (Cognizant and VCI) | 0 |
| **Total = Guidance (yellow flag) is 50 Weigh-points per night and MAX 70 points (red flag) per night for IT** | |

# 6. Instruction steps: How to plan a Change

This step by step instruction guides on how to plan your Change with the new setup of weighted changes:

* Navigate to [Technology Operations Portal (vodafone.nl)](https://top.internal.vodafone.nl/changes/spread) (Change Spread) to see the amount of Weigh-points addressed to that Maintenance Window (00:00-06:00 CET/CEST)
* Filter on your domain (IT or Network) and determine if there are enough Weigh-points left for your Change based on date and your type of Change
  + Not exceeding the maximum Weigh-points -> Register your Change in Remedy
  + Exceeding the guidance of 50 points -> you are allowed to register your Change in Remedy but consider whether there is an alternative slot available which did not reach the 70 Weigh-points
  + Exceeding the maximum of 70 Weigh-points -> Determine another suitable slot
  + Changes will be counted when they reach the Request for Authorization status
* Submit your Change in Remedy:
  + All CAT 3 changes will be submitted as described below. Only changes which are (partly) performed in the Maintenance Window will be part of the Weighing. This will be visible in the TOP portal
  + Use the categorization tab to fill in to see the Operational Organization Tiers. Tier 1 is automatically filled in with the chosen template (CAT 3).A screenshot of a computer

    Description automatically generated
  + In Tier 2 you need to choose the Domain: Network Mobile or IT

A screenshot of a computer

Description automatically generated

* + In Tier 3 you need to choose the generic service which will be affected or at risk in this specific Change. You can only select one service. Please select the service which relates the most (Legend of different services can be found in Addendum 1: Services/ Department Description)

IT:

A screenshot of a computer

Description automatically generated

NETWORK MOBILE:

A screenshot of a computer

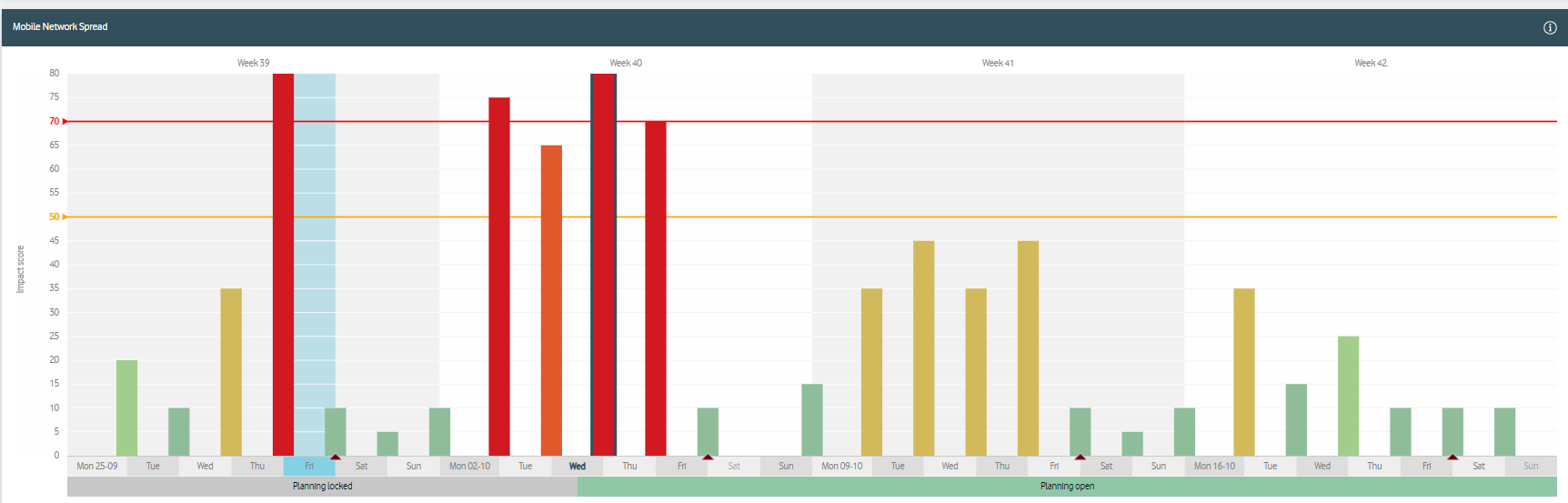
Description automatically generated



* + All Change weighed specific info has been filled in. Continue to register your Change according to the normal registration procedure

# 7. Example: planning a Change

In this example we go over some Changes to explain how to handle when planning your Change



Example

* Example 1: A HRI Change (High Risk on Incidents) is planned on SAT (8/7) -> SUN (9/7) and you want to plan another HRI Change. This is not preferred. By default we only plan 1 high risk Change during the night. Please look for a next slot in the coming nights
* Example 2: You want to plan a DATA Change on WED (6/7) -> THU (7/7). This is not allowed. The points already have been exceeded. Please look for a next slot in the coming nights
* Example 3: You want to plan an Security Change on SAT (8/7) -> SUN (9/7). Your Security Change is 5 points so this would just fit. However you are exceeding the guidance of 50 points. Consider moving the Change to one of the days where less / none Changes are planned
* Example 4: You require to plan a Voice area related Change on SUN (9/7) to MON (10/7). Your Change is granted 10 Weigh-points and only 30 Weigh-points are claimed; resulting in a total of 40 once you set to Change Request for Authorization.

## ADDENDUM 1: Area Subjects

|  |  |  |
| --- | --- | --- |
| **Weight of changes** | | |
| **Network Mobile** | **Area Subject** | **Explanation** |
| Data | Changes which are affecting Data Service. When the change is crossing more domains besides DATA, only DATA should be mentioned |
| Voice | Changes which are affecting any Voice service/ Cloud Infra Production - Changes related to Cloud Infra environment (Service Delivery clusters) with risk/impact for Voice, Data, IT applications |
|  |  |
| IP Transport | Changes related to IP Transport Domain |
| IP Services | Changes related to IP Service Domain |
| Control | Changes related to NetNumber nodes (STP/DRA/DEA) and changes on CSDB (HLR, HSS, CUDB, UPG, EDA) |
| Tooling | Changes related to Tooling |
| Common Infra and HUB Services | Changes related to Cloud Infra management environment (PIM/VIM), and buid of new Cloud Infra Hardware (Servers, Storage, Switches),  Power changes |
| CS-DATA and SMS | Changes which affect all SMS services and everything what is touching Circuit Switch Data |
| Security | All security related Changes (including SMS Alert) |
| Access (RAN) | All Network Access related Changes |
|  |  |  |
| **IT** | IT HIGH: Unify, L7, Avaya, ADT, BOP, Digital, Ubuy, Sigma/SigmaSom | Changes related to the mentioned elements and services |
| IT Others including e.g. LG, CZ, COPS, IT Tribes | Changes related to the mentioned elements and services |
|  | IT Infra changes (Cognizant and VCI) | Changes related to IT Infra |

## ADDENDUM 2: Legend

Overview of the applicable legend for change impact.

A picture containing text, screenshot, web page, software

Description automatically generated

## ADDENDUM 3: FAQ

|  |  |
| --- | --- |
| Question: | Answer: |
| What do I do when my Change exceeds the max points? | The Change cannot be registered and planned for that specific Maintenance Window. Change needs to be replanned to a next available Maintenance Window |
| Can I submit a Change and exceed the max points? | Yes. The system does not block you. In the future this will be the case and Remedy will give you an error message when Weigh-points are exceeded for that specific night |
| Which Changes are included in the Top Forecast Overview? | Changes which are at least in “request for authorization” status. This Change must be 100% accurate and complete; with a possible prerequisite pending which must be clearly described in the change |
| How often does Remedy synchronize with the Top Forecast Overview | The submitted Changes will be synced when you load or refresh the TOP portal Forecast Overview link. The submitted Changes and the granted Weigh-points with respect to your change will be visible |
| Why do the bar colors change in the TOP Forecast Overview? | The bar colors change from green to red, indicating visually how much Weigh-points are already included in the Change night |
| How often will the Change Forecast Overview will be send? | Every day at 06:00 the Change forecast report will be send to the stakeholders. This is an extra feature and email. Up to date overview is always visible on the Top Portal Forecast Overview |
| How to handle exemptions? | Exemptions or discussions about Changes and specific dates need to take place internally within project team and engineering before planning Changes. When a Maintenance is full this will be discussed with Change Management and adherent stakeholders. Change Management will contact the Change implementer or specific Change Manager of a vendor. This will be done before the CAB meeting via email or Ad hoc meeting  Requirements for Changes to be discussed:   * Change are at least in Request for Authorization status * FIFO principle, looking at the date of putting the Change in this specific status. The exact timing will be visible in the Change Forecast Overview * Operational need to perform the Change during this week to maintain stability in the windows |