Change Management

ITILv3 Foundations

Change Management

- To control the lifecycle of all changes, enabling beneficial changes to be made with a minimal disruption of IT services

- Concerned with recording, evaluating, approving, testing, and reviewing changes to services, systems, and other configuration items

What is Change?

- Addition, modification, or removal of anything that could have an effect on IT services
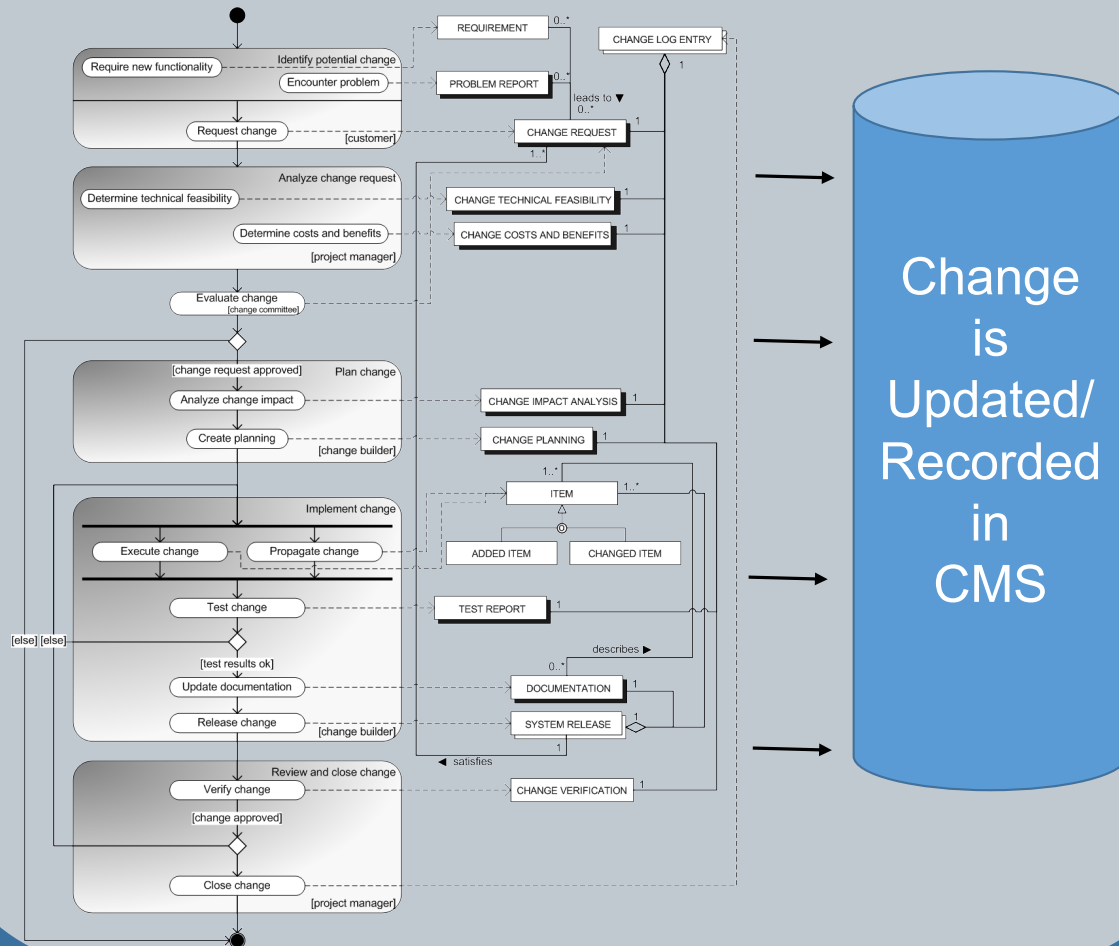
- All changes involve risk

Request for Change (RFC)

- Documented request to alter a service or other Configuration Item (CI)

- RFCs are issued by customers, IT staff, users, or others, and are received by the Service Desk

- RFCs initiate a change in the Change Management process

Change Management Process

Identify potential change
- Require new functionality
- Encounter problem
- Request change — [customer]

Analyze change request
- Determine technical feasibility
- Determine costs and benefits — [project manager]

Evaluate change — [change committee]

Plan change
[change request approved]
- Analyze change impact
- Create planning — [change builder]

Implement change
- Execute change
- Propagate change
- Test change
[test results ok]
- Update documentation
- Release change — [change builder]

[else] [else]

Review and close change
- Verify change
[change approved]
- Close change — [project manager]

REQUIREMENT 0..*
PROBLEM REPORT 0..*
CHANGE LOG ENTRY 1
leads to ▼ 0..*
CHANGE REQUEST 1
1..*
CHANGE TECHNICAL FEASIBILITY 1
CHANGE COSTS AND BENEFITS 1
CHANGE IMPACT ANALYSIS 1
CHANGE PLANNING
1..* 1..*
ITEM
ADDED ITEM
CHANGED ITEM
TEST REPORT 1
describes ▶
0..*
DOCUMENTATION 1
SYSTEM RELEASE 1
◀ satisfies 1
CHANGE VERIFICATION 1

Change is Updated/ Recorded in CMS

Change Management Activities

- Recording of RFCs

- Review of RFCs

- Assessment and Evaluation of RFCs

- Authorization of RFCs

- Planning

- Implementation coordination

- Review and Closure