

# Change Management

\*Answers to the questions are highlighted in Blue

## RTMS Change Management Overview

I cannot start my implementation until my planned Start Date/Time has passed.

- A) True
- B) False

In general, a change request should be submitted for (Select all that apply)

- A) Patching the operating system on the network server
- B) Installing a new network printer
- C) Rebooting the server
- D) Upgrading the memory on the laptop
- E) Decommissioning a server

I can create an Emergency Change and relate it to a **High Priority** Incident that was assigned to me two days ago.

- A) True
- B) False

Match the change type with the correct description:

Column 1

Column 2

3 ▾ Latent	1) To resolve a Critical or High Priority Incident with no workaround
6 ▾ Vendor	2) A Change that is not pre-authorized that meets the submission lead times
4 ▾ Expedited	3) A Change that has already been performed
5 ▾ Standard	4) To prevent a Critical or High Priority Incident or when service is degraded with a workaround
1 ▾ Emergency	5) A pre-authorized Change that has been implemented successfully 4 times in the past 12 months
2 ▾ Normal	6) Information only Change performed outside of NTT DATA's control

All accounts have the same Change Management Process requirements.

- A) True
- B) False

## Submitting a Change

The Change Coordinator and Change Implementer must be different individuals.

- A) True
- B) False

Work Info entries with these Work Info Types are required when submitting a Change Request (select all that apply):

- A) Test Plan
- B) Risk Assessment
- C) Install Plan
- D) Backout Plan
- E) Post Implementation Review

You can relate several Impacted CIs to a Change record.

- A) True
- B) False

Before saving a Change for the first time, you must enter values for these required fields (select all that apply):

- A) Impacted Areas
- B) Summary
- C) Requested Start Date
- D) CI
- E) Manager Group
- F) Notes
- G) Impact

In which Tab can you create CI unavailability records?

- A) Implementer Tab
- B) Custom Tab
- C) Unavailability Tab
- D) Relationship Tab
- E) Customer Tab

## Peer/Technical Approval

When reviewing a change requiring my approval, I noticed that the planned duration stretches over two days. I should:

- A) Reject the change.
- B) Approve the change and follow up with an e-mail to the requester asking why the change will take so long.
- C) Flag the change for more information.
- D) Modify the plan start/end date and times myself.

If my change is rejected, I can modify the information on the record and resubmit it for approval

- A) True
- B) False

When reviewing a change, I notice there are conflicts with other scheduled changes. I should:

- A) reschedule the change.
- B) Approve the change.
- C) Cancel the change.
- D) Flagged the change for more information.

An approved change should include (Select all that apply):

- A) A detailed implementation plan that will provide enough information for another member of the team to complete the change.
- B) One or more CIs impacted by the change
- C) Identification of all impacted areas
- D) A reasonable amount of time scheduled for the change, including time to test and back out (if necessary)

E) An attachment to a Test Plan Work Info entry that includes a details validation plan

The only way to approve a Change is by opening the ticket in RTMS .

- A) True
- B) False

## Progressing a Change for Final Approval

The CAB looks carefully at the following items when reviewing a change

- A) Length of the Change window
- B) Down Time Start/End dates
- C) Risk level
- D) Implementer's name
- E) Detailed backout plan

Before submitting my change for CAB review, I can relate mode Configuration Items

- A) True
- B) False

Who is responsible for documenting the CAB's review and approval?

- A) The Change Implementer
- B) The Delivery Executive
- C) The Assigned Group Manager
- D) The Change Manager

The change manager is not required to add notes when documenting the CAB's review.

- A) True
- B) False

Implementation approval occurs during the Implement Stage

- A) True
- B) False

## Implementing and Completing a Change

The change failure reason field is not required when I choose the performance rating of

- A) 1
- B) 2
- C) 3
- D) 5
- E) 4

I can move my change to implementation in progress any time after the record move to the scheduled state.

- A) True
- B) False

While I'm Implementing a Change, I realize I'm going to need an extra 30-60 minutes to complete it. I should (select all that apply):

- A) Contact the Change Manager Immediately
- B) Contact my Assigned Group Manager
- C) Determine how much extra time I will need
- D) Continue the implementation and notify the Change Manager via email when I'm done
- E) Weight impact of continuing vs. backing out the Change

The post-implementation review is completed by the change manager.

- A) True
- B) False

The Change Manager should always review and close the change manually.

- A) True
- B) False

## Emergency Changes

I submitted a Normal Change, but now my customer tells me the change must be implemented within the next hour. I can modify the change type to Emergency.

- A) True
- B) False

I can create an emergency change by opening a new change record and then relating it to a critical or high-priority incident that was submitted an hour ago.

- A) True
- B) False

Under what circumstances is an emergency change automatically approved? (Select all that apply):

- A) Created from any incident submitted in the past 24 hours
- B) Implementation is scheduled within 24 hours of a qualifying incident creation
- C) Created from a qualifying critical or high priority incident
- D) New change created, then related to a qualifying incident

No approvals are needed from a peer or group manager prior to implementing an Emergency Change.

- A) True
- B) False