

Storyboard

Document Objectives:

- This document (storyboard) gives the “instructional” representation of the page level content and its representation.
- This document also contains the reference layouts to understand the screen treatment/presentation.
- It also gives the page level audio transcript (wherever applicable). The same would be used to record the audio.
- Terminal learning objectives show the objectives of the topic/section.
- The general comments area poses queries that require comments from customers, reviewers and/or SMEs.

Customer Name: TLF		Project/module Name: Project Management		Topic Name: Change Management	
El Project Manager: Rashida		Instructional Designer: Sumati		SME:	
Version History					
Date	Version number		Author/Reviewer		Description
27/08/2021	1.0		Sumati		First draft storyboard

Audio Transcript:

Project Brief/Requirement

- Planned seat time: 15 mins
- Language: UK English
- Interaction levels: Level 2.0
- Input documents for creating this document: AMP Change Management training V2.8_CBT
- Audio: Yes/No, Recorded by EI or Supplied by client?
- Number of VO artists: 1
- Knowledge check: Yes
- Assessment - No
- Authoring Tool: Storyline 360
- List with names of Characters/Cast required in the topic: NA
- Diversity in characters used: No
- Overall approach note: Level 2.0 interactivities
- Colour code used for updates: Alpha Edits; Beta Edits; Final Edits

Welcome to Change Management

 Select PROCEED to begin.

PROCEED



Make sure that your headphones or speakers are connected and working.



A transcript is also available on every audio screen.

Audio Transcript:

Welcome to the **Change Management module**

Select the PROCEED button to begin the module.

Graphic Notes and Image IDs:

[Image](#)

Template Ref-



Who should take this training module?



Release Managers



Implementation
Managers



Project Managers



Technical
Engineers



SMEs



Team Leaders



Platform Owners



Heads of
Technology (HoTs)

Audio Transcript:

This training module is for staff who perform any role in the IT Change process including Release Managers, Implementation Managers, Project Managers, Technical Engineers, SMEs, Team Leaders, Platform Owners and Heads of Technology (HoTs)

Graphic Notes and Image IDs:

Icons –

[Release manager](#)

[Implementation Managers](#)

[Project Managers](#)

[Technical Engineers](#)

[SMEs](#)

[Team Leaders](#)

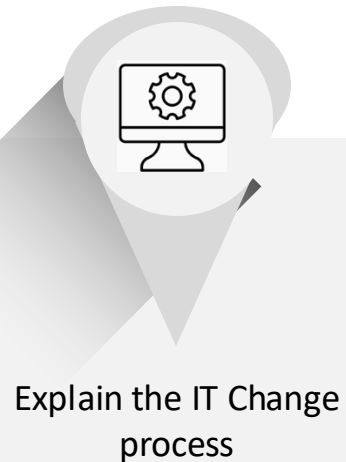
[Platform Owners](#)

[Head of Technology](#) (HoTs)

[Image](#) - Background

Objectives

By the end of this module, you will be able to:



Audio Transcript:

At the conclusion of this module, you will be able to:

- Explain the IT Change process
- Describe the purpose and functions of the Change Advisory Board or CAB, and
- Recognize the roles and responsibilities of teams involved in IT Change process

Graphic Notes and Image IDs:

[Icon 1](#), [Icon 2](#), [Icon 3](#),

Template Ref-
[Image:](#)



Audio Transcript:

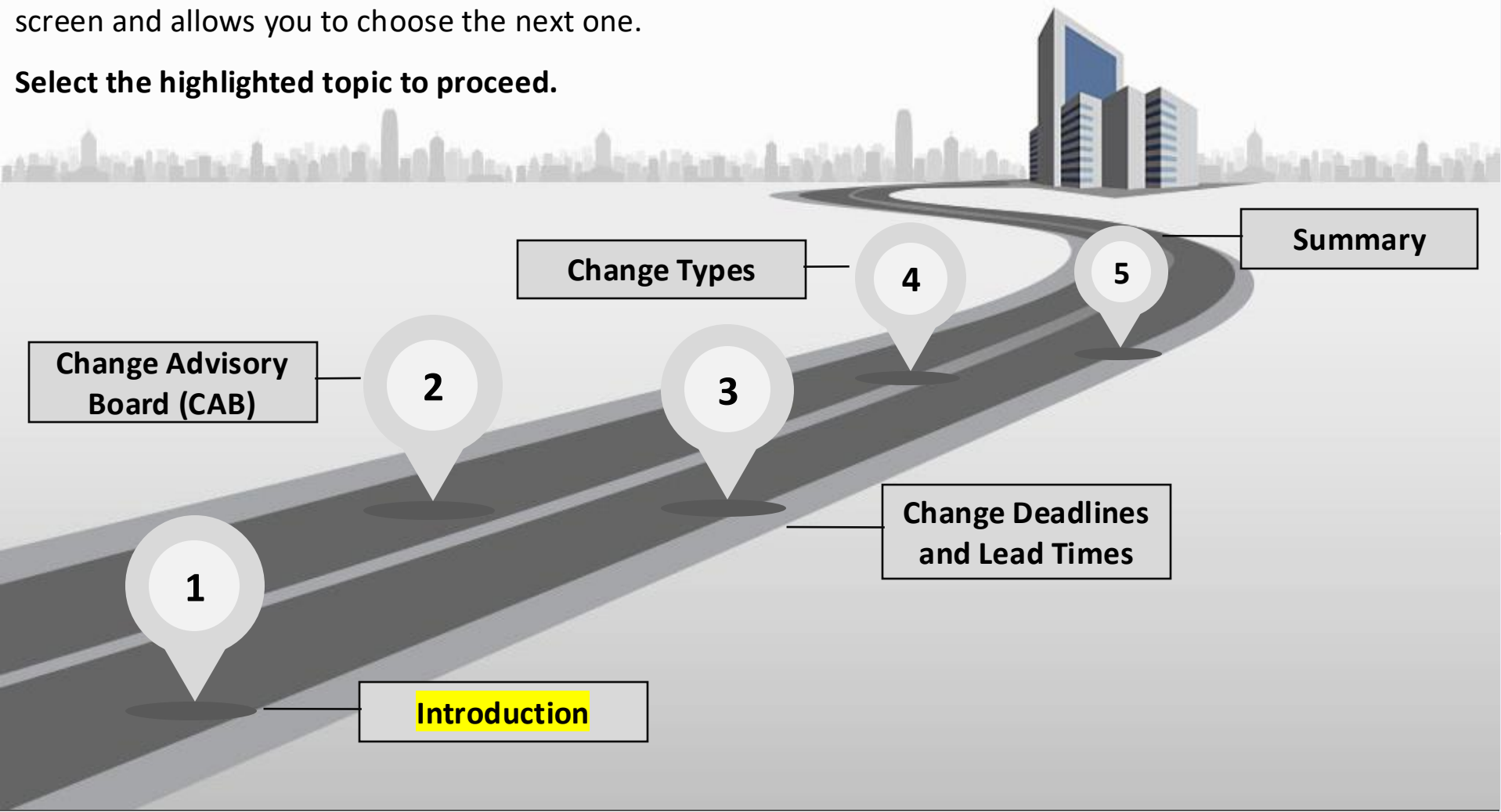
This is your module roadmap. Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Graphic Notes and Image IDs:

Learning Journey

Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Select the highlighted topic to proceed.



What is IT Change Management?

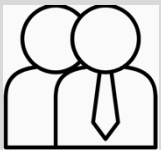


ITIL Framework

The process is designed to mitigate risk, minimise impact and assess changes for potential conflicts.

Change Advisory Board (CAB)

The CAB meeting provides a forum for stakeholders to discuss and verify the readiness of changes.



AMP Partners

Standard methods and procedures are used for effective handling of all changes to IT environments.



Audio Transcript:

Let's begin with understanding what IT change management is.

IT Change Management is built on the ITIL framework. The process is designed to mitigate risk, minimise impact and assess changes for potential conflicts.

The Change Advisory Board (CAB) meeting provides a forum for stakeholders to discuss and verify the readiness of changes.

The IT Change Management team works in partnership with other IT teams and AMP's partners. Standard methods and procedures are used for effective handling of all changes to IT environments.

Graphic Notes and Image IDs:

[Background Image](#)

Icon-

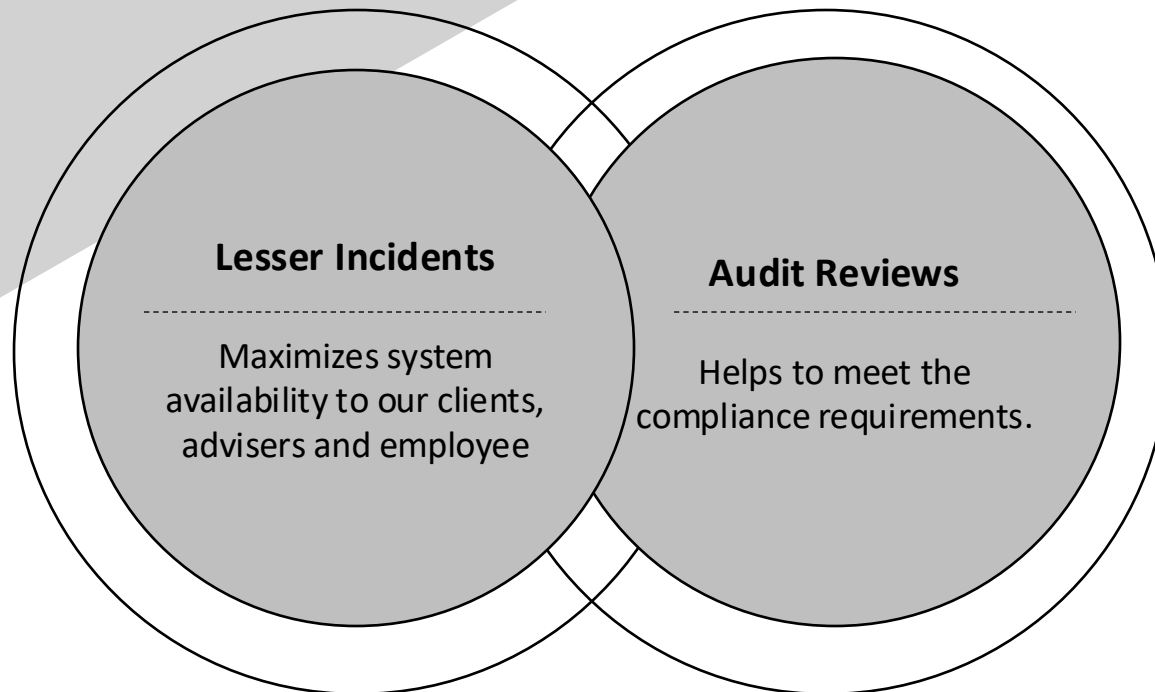
[ITIL Framework](#)

[Change Advisory Board \(CAB\)](#)

[AMP Partners](#)

Why is the IT Change process important?

Changes that are very well planned or have adequate controls have a lesser chance of causing incidents.



Audio Transcript:

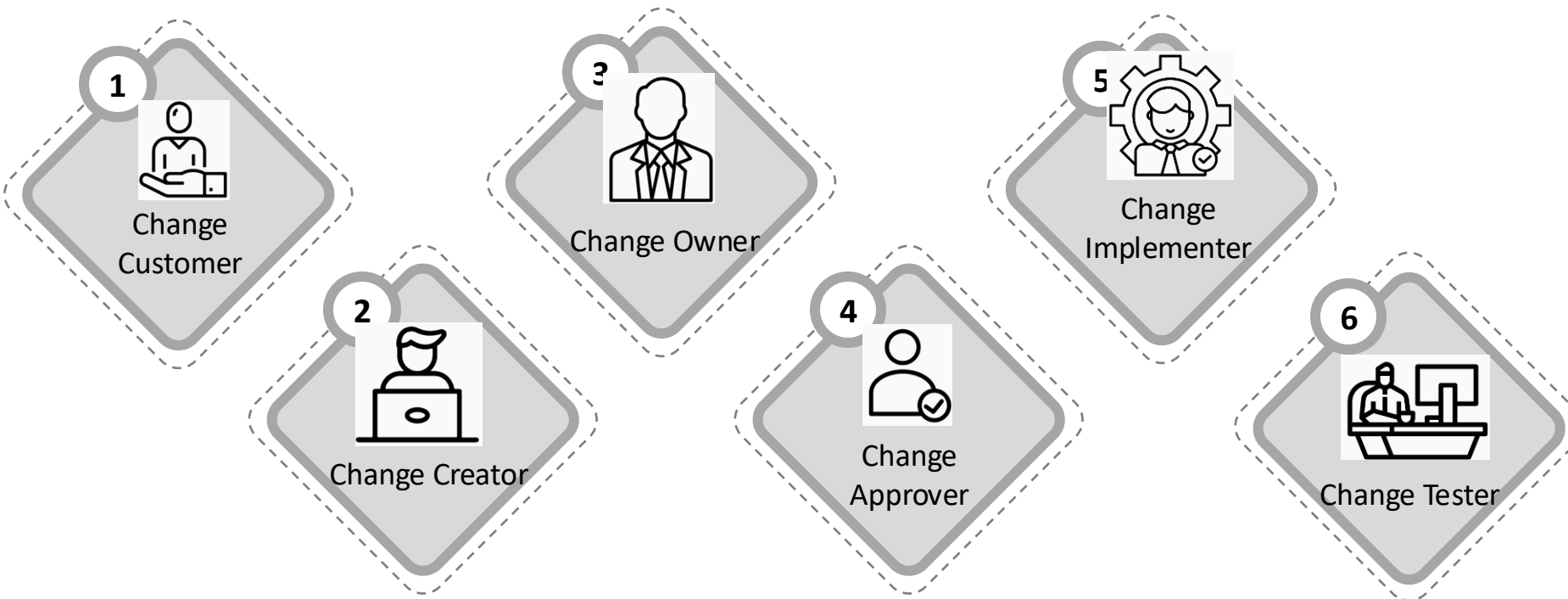
Let's now understand why is the IT change process important. Changes that are very well planned or have adequate controls have a lesser chance of causing incidents to maximise system availability. This also helps to meet the compliance requirements.

Graphic Notes and Image IDs:

[Background Image](#)

Who is involved in the IT Change process?

Anyone who plays a role in the planning, coordination, creation, approval, implementation, or testing of a change are participants in the IT Change process.



Audio Transcript:

To know who is involved in the IT change process, you can identify anyone who plays a role in the planning, coordination, creation, approval, implementation, or testing of a change.

This includes:

- Change Customer
- Change Creator
- Change Owner
- Change Approver
- Change Implementer and
- Change Tester

Graphic Notes and Image IDs:

[Background Image](#)

Icons

[Change Customer](#)

[Change Creator](#)

[Change Owners](#)

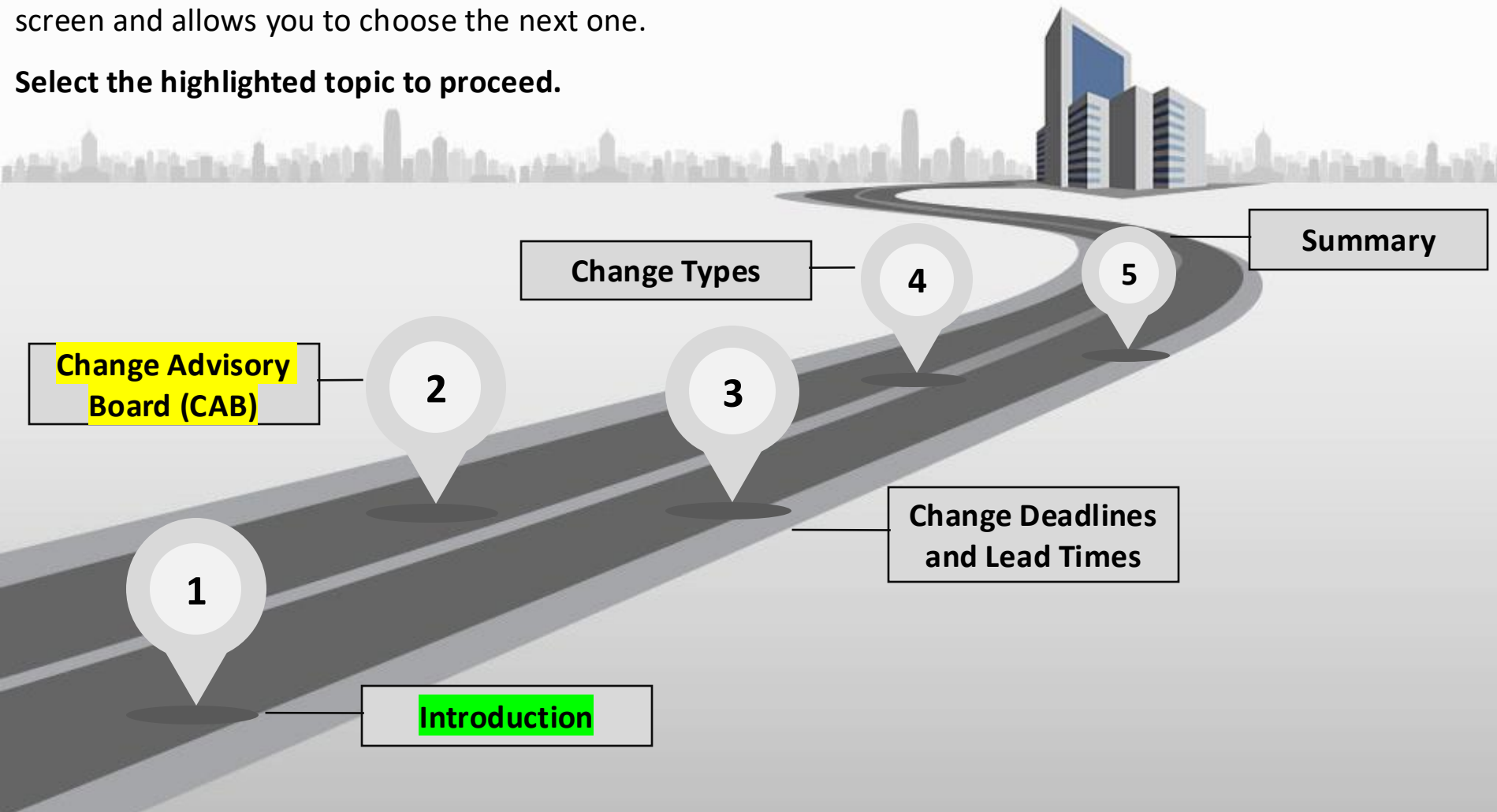
[Change Approver](#)

[Change Implementer](#)

Learning Journey

Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Select the highlighted topic to proceed.



Audio Transcript:

This is your module roadmap. Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Graphic Notes and Image IDs:

What constitutes a Change Advisory Board (CAB)?

The Change Advisory Board (CAB)



SMEs



Change Owners



Platform Owners



Release Managers



Project Managers



Technical Engineers

Audio Transcript:

In this section, you will learn about the change advisory board. Let's first view what constitutes it.

The Change Advisory Board includes Platform Owners, Change Owners, Release Managers, Technical Engineers, SMEs and Project Managers who meet weekly to evaluate changes scheduled in the following week.

Graphic Notes and Image IDs:

Refer slide 4 for icons

What is the function of CAB?

CAB is responsible for multiple functions mentioned below:

- ④ **Select the arrows to navigate through the functions.**



Reviews a subset of changes that have been identified for representation.

Audio Transcript:

Let's now understand what is the role of CAB. CAB is responsible for multiple functions mentioned below:

Select the arrows to navigate through the functions.

Graphic Notes and Image IDs:

[Image](#)

[Background Image](#)

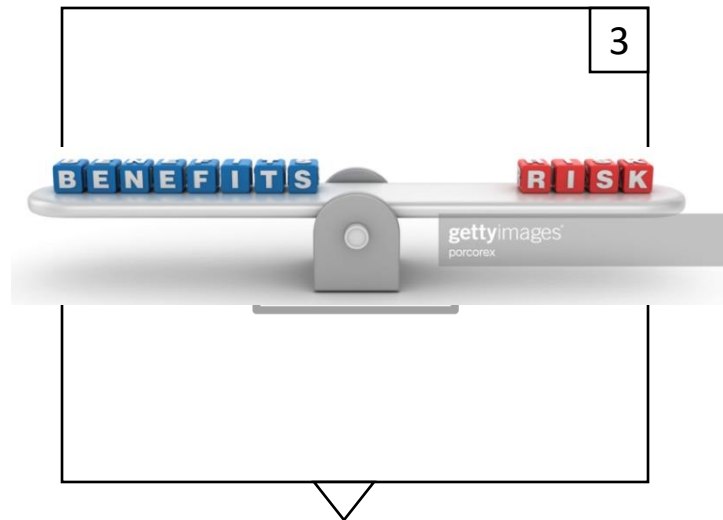




2

Provides opportunity for attendees to ask questions about scheduling, planned impact or unplanned impact.

[Image](#)



Uses the knowledge and experience of attendees to identify risks, scheduling conflicts, backout scenarios, and potential for unexpected outcomes.



Changes are prioritised and rescheduled where necessary.



CAB actions are assigned by Change Managers, and assignees are responsible and accountable to deliver actionable outcomes by published deadlines.



Identifies change requiring more detailed, formal evaluation in the EXEC CAB. The EXEC CAB is a separate meeting which uses the findings from the CAB to further assess selected changes.



Regardless of the CAB outcome, change records be must be fully approved in ServiceNow before changes are authorised to proceed.

How to represent your change at CAB?

CAB is responsible for multiple functions mentioned below:

 Select each image to learn more.




Introduce



Represent



Prepare

 Note: If the change is not represented clearly it may result in a change rejection, leading to re-plan the change for another week.

Audio Transcript:

So, when your change has been bolded and marked with “Y” in the Represent column of CAB agenda, you must attend CAB to represent it.

During CAB, the chairperson will refer to each change to be represented.

Select each image to know the steps when your change is called for representation.

Graphic Notes and Image IDs:

[Introduce](#)

[Represent](#)

[Prepare](#)

[Icon](#)

[Background](#)

Introduce - Introduce yourself clearly, stating your name and team.



x

Represent – Represent your change and explain:

1. Why is the change being implemented?
2. Technical overview
3. Expected impact - if the change proceeds to plan
4. Potential impact - if there is an issue
5. Conflicts with other changes
6. Dependencies
7. Pre/post change testing



Prepare – Be prepared to answer any questions from anyone attending CAB.



x

CAB Details

CAB meeting is held at the mentioned below timelines:

When is CAB meeting?
Every Wednesday



What is CAB week?
Wednesday 12:00PM
Wednesday 12:00PM

Audio Transcript:

CAB meeting is held every Wednesday. It covers the changes planned to be implemented in the upcoming CAB week.

CAB week runs from Wednesday 12:00PM to Wednesday 12:00PM. CAB agenda captures all changes within that period meeting the cut-off requirements.

Graphic Notes and Image IDs:

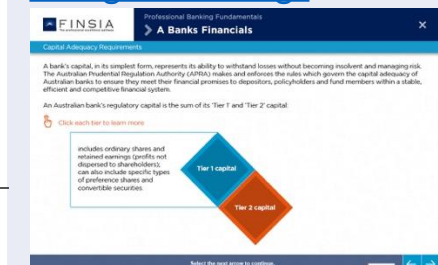
Make it a static screen

[Background image](#)

[Image](#)

[Image](#)

[Icon](#)



Tip: Contact [IT Change Management](#) if you require an invite.

Pause and Think

The date is currently Thursday 4th December. Your change is planned for implementation on Monday 8th December at 6pm. Which of the following statement is true?

 **Select the correct option and Submit.**

☒ Your change is included in CAB week of Wednesday 3rd December to Wednesday 10th December.

☐ Your change is included in CAB week of Monday 8th December to Monday 15th December.

Submit

Try again



Template ID:

Screen ID:

Audio Transcript:

That's Correct.

The change week is scheduled every
Wednesday.

Graphic Notes and Image IDs:



Template ID:

Screen ID:

Audio Transcript:

Graphic Notes and Image IDs:

Please Try again.

That's Incorrect.

The change week is scheduled every
Wednesday.

Audio Transcript:

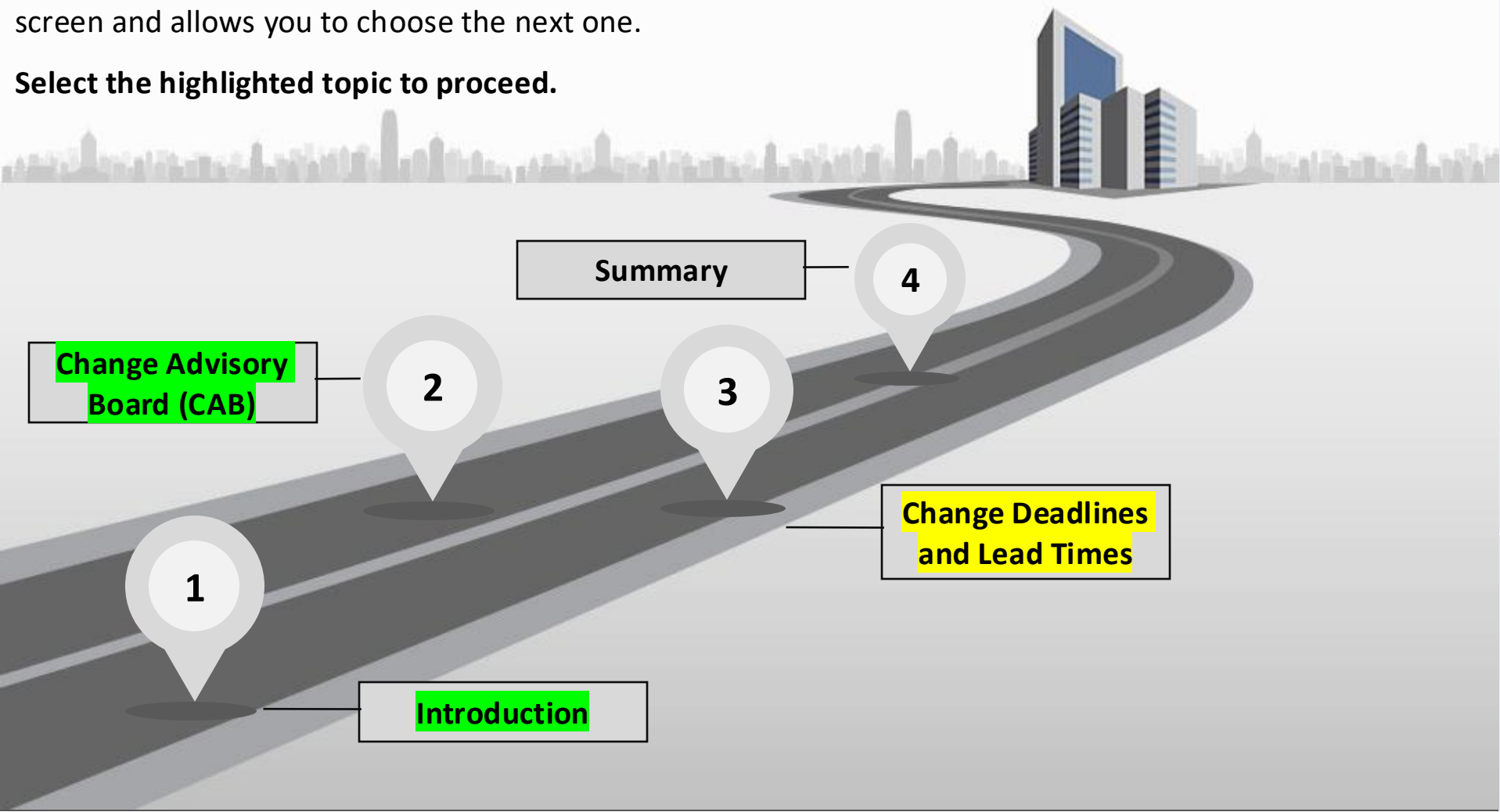
This is your module roadmap. Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Graphic Notes and Image IDs:

Learning Journey

Complete each topic in sequence starting with the first topic. Completing a topic brings you back to this screen and allows you to choose the next one.

Select the highlighted topic to proceed.



Audio Transcript:

There are two types of deadlines to consider when raising changes.

Select each icon to learn more.

Graphic Notes and Image IDs:

[Risk Icon](#)

[CAB Icon](#)

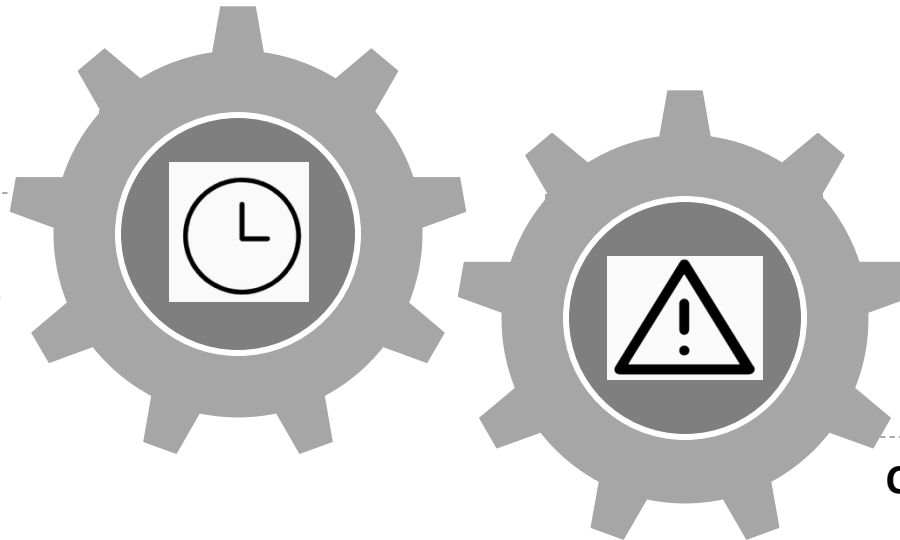
[Background image](#)

Change Deadlines and Lead Times

There are two types of deadlines to consider when raising changes.

 Select each icon to learn more.

Lead time driven by the
risk rating of the change



CAB agenda cut-off time

Lead time driven by the risk rating of the change –

- The lead time is the minimum number of days between a change record being available for approval (when moved to Authorize status), and the planned implementation start date.
- Lead times are automatically calculated based on the change risk rating and the planned start time.

Risk Rating	Lead Time (Days)
Very High	10
High	5
Moderate	3
Low	1

x

CAB agenda cut-off time–

Production changes are included in CAB agenda if they meet the following conditions:

- “CAB Ready” by 2:30pm Tuesday prior to the upcoming CAB meeting. CAB Ready means the change record is in Authorize status and all approval groups have approved with the exception of CAB Approval.
- All minimum requirements and quality standards are met.
- Change records cannot be updated in Authorize state. Only UAT signoffs can be attached.



Set up calendar entries to help you meet CAB agenda cut-off:

- Friday morning - Raise change records.
- Monday morning – Are your change records now CAB ready? If not contact approvers.
- Tuesday morning – Are your change records now CAB ready? If not contact approvers.
Approve all other change records.

Audio Transcript:

There are four types of changes which can be raised in ServiceNow.

Select each plus sign to learn more.

Graphic Notes and Image IDs:

Icons-
[NORMAL](#)
[STANDARD](#)
[EMERGENCY](#)
[EXPEDITED](#)
[Background image](#)

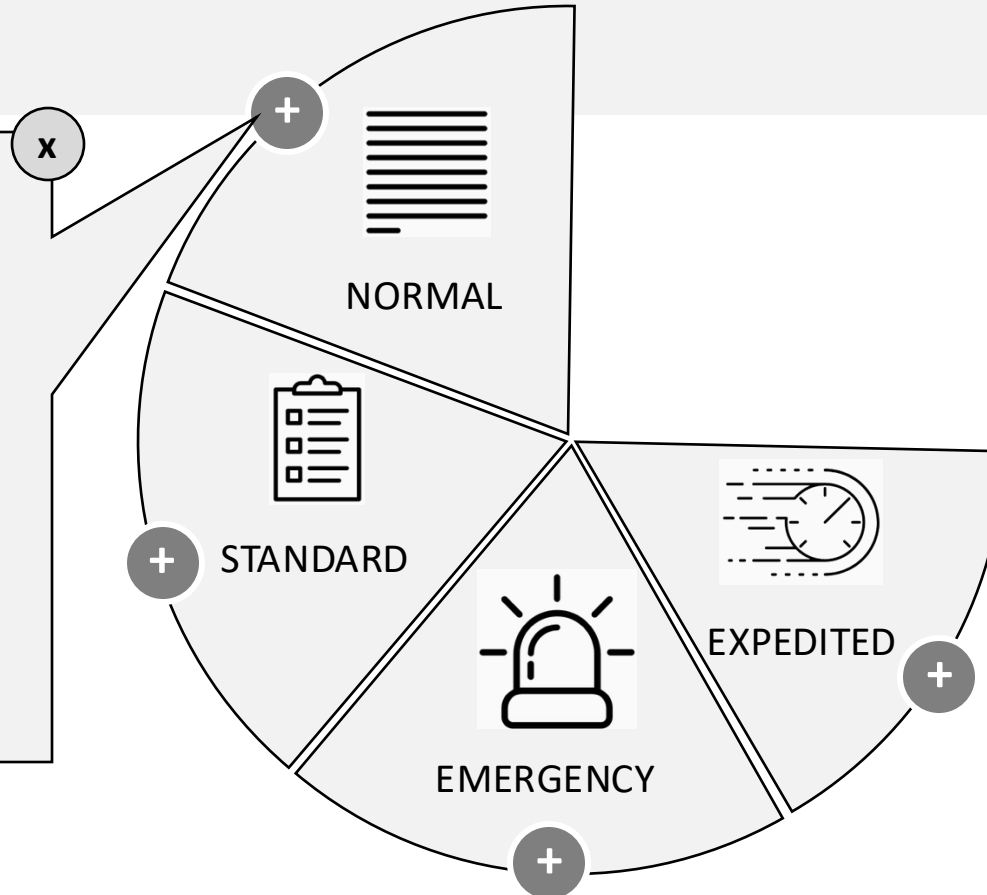
Change Types

There are four types of changes which can be raised in ServiceNow.

Select each (+) to learn more.

NORMAL

- They meet the risk rating lead time.
- Normal production changes meet CAB cut-off requirements.
- Normal non-production changes are not required to meet CAB cut-off requirements. However, if multiple applications are impacted, it is recommended to meet CAB cut-off requirements.



NORMAL

STANDARD

EXPEDITED

EMERGENCY

Note: Data shows that a normal change has half the likelihood of causing a P1/P2 incident than an expedited change.

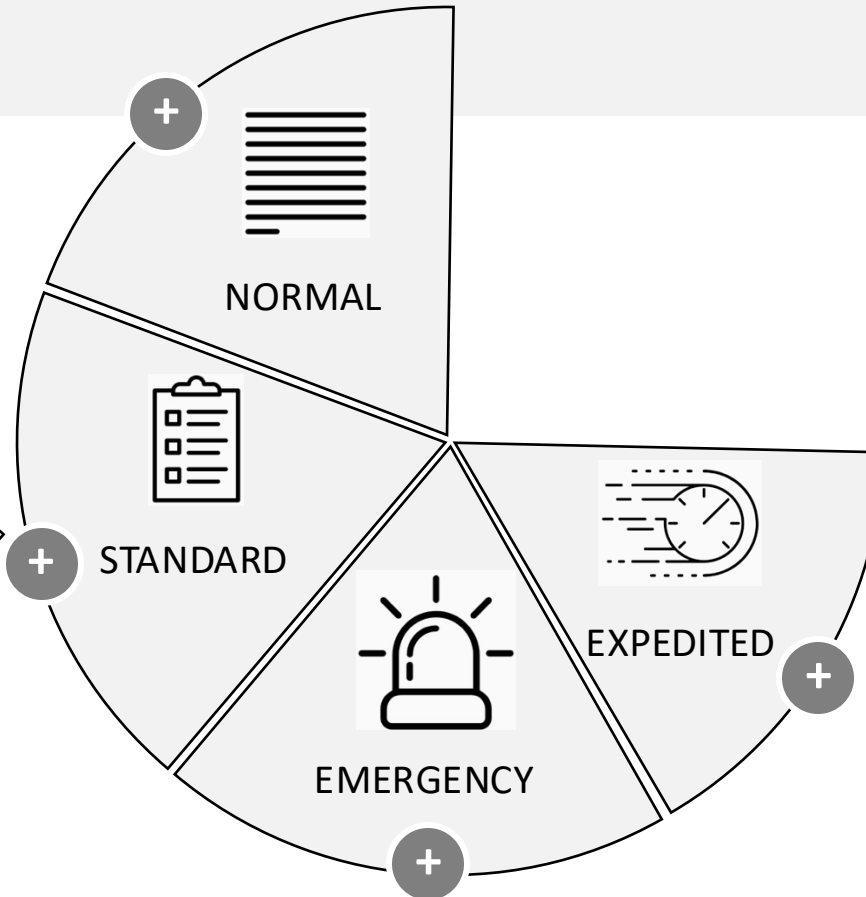
Change Types

There are four types of changes which can be raised in ServiceNow.

Select each (+) to learn more.

STANDARD

- These changes are for low risk, no impact, high frequency changes.
- They by-pass the approval workflow.
- They are aligned to an approved standard change template.
- These templates are represented in CAB and must meet set criteria to be approved.



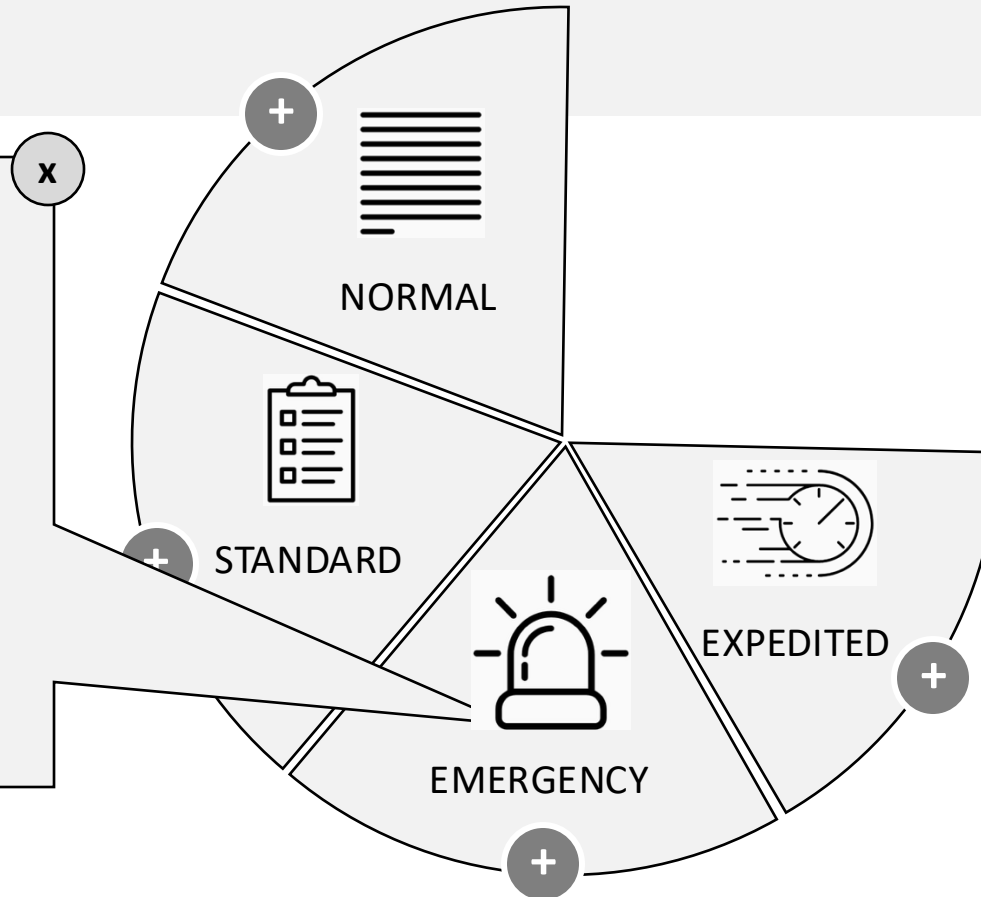
Change Types

There are four types of changes which can be raised in ServiceNow.

Select each (+) to learn more.

EMERGENCY

- They fix or prevent a P1/P2 High Impact Outage (HIO).
- They are approved by the Major Incident Management (MIM) team.
- They can ONLY be created from an existing incident record.
- They approved by a MIM via email can be raised retrospectively after they have been implemented.




Graphic Notes and Image IDs:

Icons-
[NORMAL](#)
[STANDARD](#)
[EMERGENCY](#)
[EXPEDITED](#)

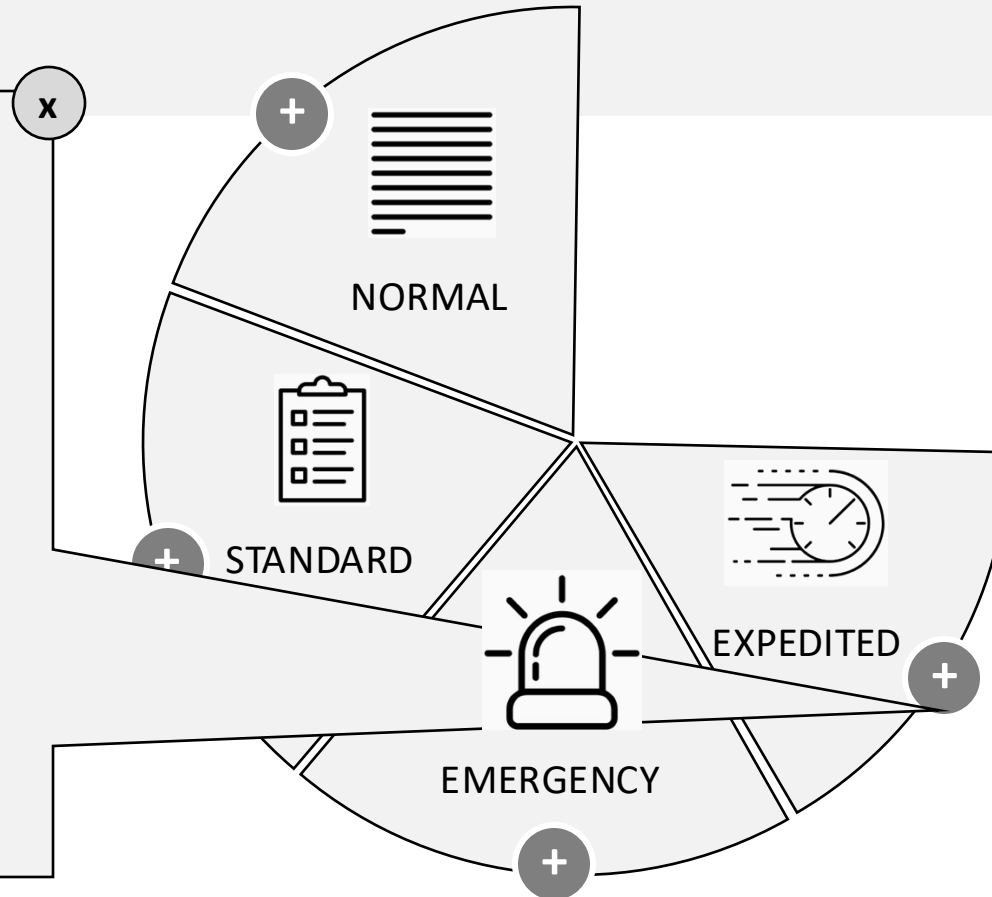
Change Types

There are four types of changes which can be raised in ServiceNow.

 **Select each (+) to learn more.**

EXPEDITED

- They do not meet the risk rating lead time or CAB cut-off requirements.
- They are actively discouraged due to the elevated risk of limited planning.
- A valid justification of why it is critical to proceed with limited planning is required.
- HoT approval is triggered in the change record. The HoT is held accountable for the decision to approve an expedited change.



Pause and Think

What are the change lead times, based on risk rating?

 **Select the correct option and Submit.**

- ☐ Very high – 5 days, High – 3 days, Moderate – 1 day, Low – 1 day
- ☐ Very high – 5 days, High – 2 days, Moderate – 1 day, Low – 0 days
- ✓ ☒ Very high – 10 days, High – 5 days, Moderate – 3 days, Low – 1 day
- ☐ At the discretion of the change owner
- ☐ At the discretion of your HoT

Submit

Try again

That's Correct.

Very high – 10 days, High – 5 days,
Moderate – 3 days, Low – 1 day

Template ID:

Screen ID:

Audio Transcript:

Graphic Notes and Image IDs:

Please Try again.

That's Incorrect.

Very high – 10 days, High – 5 days,
Moderate – 3 days, Low – 1 day

Pause and Think

When must changes be approved by to adhere to CAB agenda cut-off time?

 **Select the correct option and Submit.**

☐ Before implementation

☐ When it suits the approvers

☐ Before CAB agenda cut-off

☒ Before CAB agenda cut-off with the exception of CAB approval group

Submit

Try again

That's Correct.

Before CAB agenda cut-off with the exception of CAB approval group.

Template ID:

Screen ID:

Audio Transcript:

Graphic Notes and Image IDs:

Please Try again.

That's Incorrect.

Before CAB agenda cut-off with the exception of CAB approval group.

Pause and Think

Drag the correct change type and drop in front of each scenario statement.

 Drag the change type to its correct scenario statement.

Drop Area

Drag Buttons

You are working with MIM to resolve a P2 incident. You need to implement a change to resolve the incident.

One of your stakeholders has just advised she missed a key regulatory requirement which will require a change. It is critical that this is implemented this week to avoid a regulatory impact, however you have already missed CAB cut-off.

You have reviewed a new project plan and there are a number of change records to be raised. You are raising all of the change records well in advance to minimise any issues through the change process.

You have created a template for a low risk change you frequently implement. The template was approved in CAB. Now you can raise change records aligned to the template without seeking approval each time.

EMERGENCY

EXPEDITED

NORMAL

STANDARD

Submit

Reset

Show Answer / My Answer

That's Correct.

- Normal change meet the risk rating lead time.
- Standard changes are for low risk, no impact, high frequency changes.
- Emergency is approved by the Major Incident Management (MIM) team.
- Expedite do not meet the risk rating lead time or are production changes that have not met CAB cut-off requirements

Template ID:

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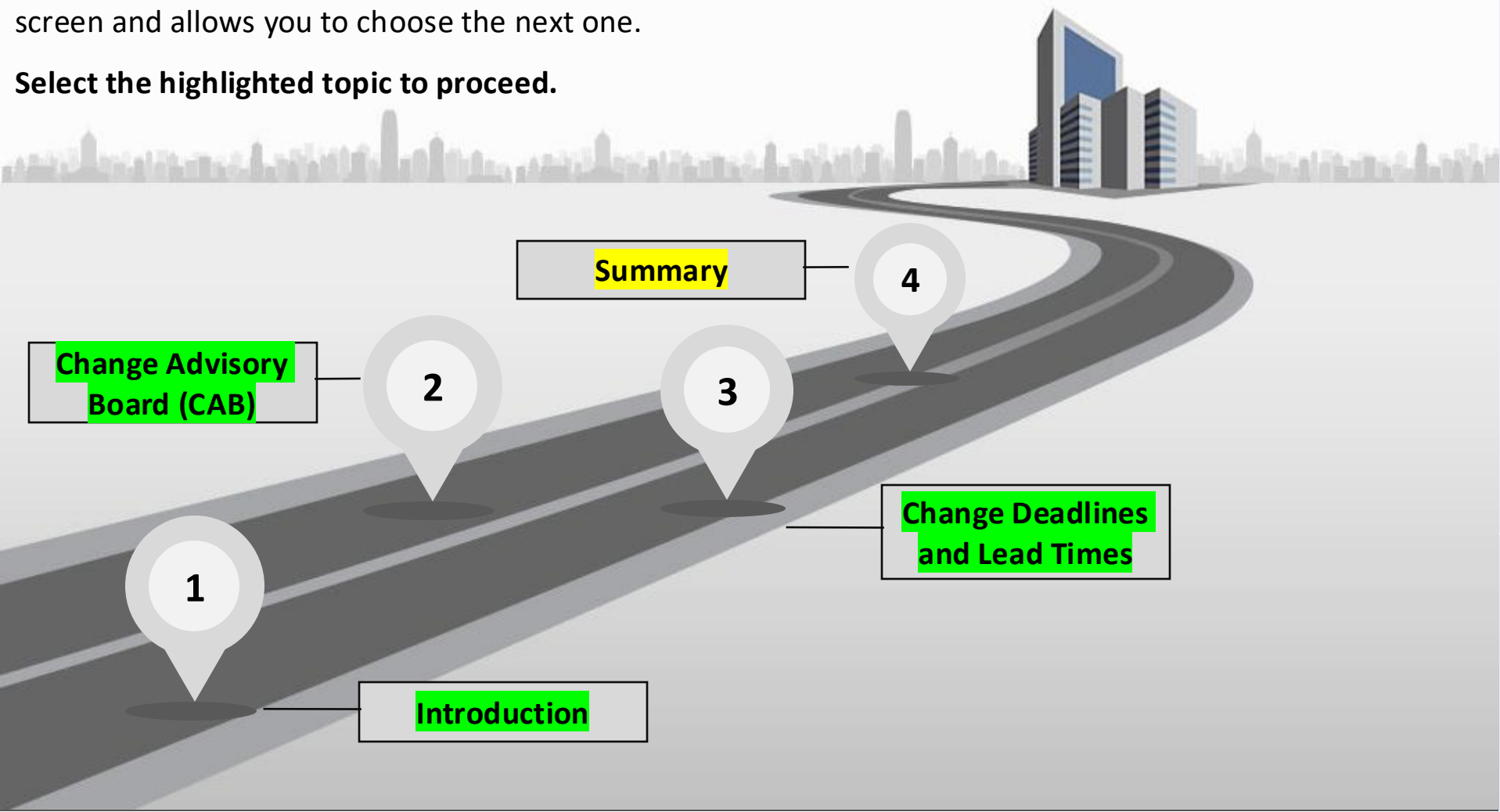
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Graphic Notes and Image IDs:

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Select the highlighted topic to proceed.



Summary

Now that you have come to the end of this module, you should be able to:



Explain the IT Change process



Describe the purpose and functions of the Change Advisory Board (CAB)



Recognize the roles and responsibilities of teams involved in IT Change process

Audio Transcript:

Now that you have come to the end of this module, you should be able to:

- Explain the IT Change process
- Describe the purpose and functions of the Change Advisory Board or CAB, and
- Recognize the roles and responsibilities of teams involved in IT Change process

Graphic Notes and Image IDs:

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Template Ref-