**CEDD Operations Team**

**Change Management Process**

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## Document Control

## Document Circulation

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| 0.1 | 22 Sept 2017 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.1 | 22 Sept 2017 | George Paul | Portfolio Manager |
| 0.1 | 22 Sept 2017 | Gautam Haldar | Team Lead |
| 0.2 | 04 Oct 2017 | Raghavender Gurujala | Director |
| 0.2 | 04 Oct 2017 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.2 | 04 Oct 2017 | George Paul | Portfolio Manager |
| 0.2 | 04 Oct 2017 | Gautam Haldar | Team Lead |
| 0.3 | 01 Feb 2018 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.4 | 02 Feb 2018 | Raghavender Gurujala | Director |
| 0.4 | 02 Feb 2018 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.4 | 02 Feb 2018 | George Paul | Portfolio Manager |
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| 0.4 | 02 Feb 2018 | Jyotirmaya Mahapatra | Portfolio Manager |
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| 0.2 | 04 Oct 2017 | Raghavender Gurujala | Director |
| 0.2 | 04 Oct 2017 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.2 | 04 Oct 2017 | George Paul | Portfolio Manager |
| 0.2 | 04 Oct 2017 | Gautam Haldar | Team Lead |
| 0.4 | 02 Feb 2018 | Jyotirmaya Mahapatra | Portfolio Manager |
| 0.4 | 02 Feb 2018 | Gautam Haldar | Team Lead |
| 0.4 | 02 Feb 2018 | George Paul | Portfolio Manager |

## Version History

**The following is the version history of this document since inception.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | Date | Changed By | Change Details | Review Status |
| 0.1 | 22 Sept 2017 | Prasanna Kumar | draft | Sent for review |
| 0.2 | 04 Oct 2017 | Prasanna Kumar | Updated CR type asper SNOW category | Sent for review |
| 0.3 | 01 Feb 2018 | Prasanna Kumar | Updated New CR process | Sent for review |
| 0.4 | 02 Feb 2018 | Prasanna Kumar | Modified New CR process | Sent for review |

Table of Contents

[1. Document Control 2](#_Toc505274317)

[1.1 Document Circulation 2](#_Toc505274318)

[1.2 Document Authorization 2](#_Toc505274319)

[1.3 Version History 3](#_Toc505274320)

[2. Overview 5](#_Toc505274321)

[2.1 Purpose 5](#_Toc505274322)

[2.2 Scope 5](#_Toc505274323)

[2.3 Audience 5](#_Toc505274324)

[2.4 Terms & Abbreviations 5](#_Toc505274325)

[3. Change Management 6](#_Toc505274326)

[3.1 Requirement 6](#_Toc505274327)

[3.2 Analysis & Estimation 6](#_Toc505274328)

[3.3 Change Specification Document 7](#_Toc505274329)

[3.4 Build (Code/Configuration) 7](#_Toc505274330)

[3.5 Test 7](#_Toc505274331)

[3.5.1 CTT 8](#_Toc505274332)

[3.5.2 UAT 8](#_Toc505274333)

[3.6 Deployment in Production 8](#_Toc505274334)

[3.7 CR Closure 9](#_Toc505274335)

[4. Review 10](#_Toc505274336)

[5. Emergency CR 12](#_Toc505274337)

## Overview

## Purpose

The purpose of this document is to detail the process and various phases involved in Change Management in regards to CEDD Operations Team.

## Scope

The scope of this document is restricted to Change Management process under CEDD Operations Team

## Audience

The audience for this document is limited to anyone who is directly/indirectly related to CEDD Operations Team.

## Terms & Abbreviations

|  |  |
| --- | --- |
| **Abbreviation** | **Full Form** |
| CEDD | Customer Experience & Digital delivery |
| Dev | Development Server |
| SLA | Service Level Agreement |
| PIR | Post Implementation Review |
| QA | Quality Server |
| UAT | User Acceptance Testing |
| CTT | Central Testing Team |
| CR | Change Request |
| CAB | Change Advisory Board |
| QA | Quality |

## Change Management

A broad classification of changes included are as in SNOW category

**CAB (Enchancement):**

All Change Requests that are planned as part of Quarterly release approved by Business fall under this category

**Workorder (Perfective):**

All enhancements, service requests, analysis requirements, out of CAB list, fall under this category and also Improvements to the current functionality, in terms of user interface, performance, pro-active bug fixing etc., fall under category

**Adaptive (Adaptive):**

All changes related to patching, note are under this category

**Corrective (Corrective):**

Any fixes for incidents and/or problems fall under this category

## Requirement

Requirement is initiated either by Business or by IT, the requirement is then updated in the attached template. This is applicable to all types of changes inclusive of CAB/Work order/Perfective/Adaptive/Corrective/Service.



Share point link for relevant template: https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline

## Analysis & Estimation

CEDD Operations Team starts with initial analysis based on the requirement document shared/prepared. Once feasibility analysis is done and is positive, estimation (effort and schedule) is also done and shared with the Team Lead and/or onsite coordinator for internal review.

Based on review comments, the estimations are updated accordingly, any assumptions and dependencies are highlighted. The estimates are submitted for approval to the IT application owner.

Once approved, the CR status is changed in SNOW and the development starts inline to scheduled plan shared on the CR.

Various estimation templates are used based on application wise.

Share point link for relevant template: https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline

## Change Specification Document

Once CR is approved, a change specification document is prepared. A template for the same is attached below.



In case of any clarifications/questions during this phase, the same are cleared with relevant party (Lead/Onsite counterpart/Business) and the technical/configuration design is updated accordingly.

This solution specification document is reviewed internally and post confirmation of peer review, development starts.

Any review comments that are shared, are respectively updated in defect tracker and change specification document is updated accordingly before passing to the next round of review.

Share point link for relevant template: https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline

## Build (Code/Configuration)

Once change specification document is finalized, code/configuration is initiated. Build would be in-line to the change specification document that is frozen. In case of any changes to build, all relevant documents will be updated. Post completion of build, the same is then reviewed internally. Subject to application manager decision, it is mandatory to get SQA (SwissRe Quality team) signoff.

## Test

Unit testing is performed in development server once code/configuration is completed by developer(s) inline to the test cases detailed in change specification document. Post completion of testing, the same is then reviewed internally.



If any defects are raised, the technical/functional design section of change specification document is updated, reviewed, built and then re-tested again.

Once the CR reviewer has completed the review, Get the approvals first from the Lead and the from the Quality SPOC (in sequence), Deploy the changes in quality and perform.

Post integration testing, the same is sent for peer review. In case of any defects raised, the testing is re-done until the review is successful and approved.

Once peer review is completed, get the approvals first from the Lead and the from the Quality SPOC (in sequence). Re-work on the necessary changes, if any defects raised by Lead or Quality SPOC.

CR is then sent for CTT/UAT post approvals from Lead and Quality SPOC.



Share point link for relevant template: https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline

## CTT

All issues raised by CTT Team are updated in the defect tracker real time.

If CTT team has no open items, the change is then passed to Business to perform User Acceptance Testing.

## UAT

If Business has no open items, the change is then deployed to Production after approvals from Lead and Quality SPOC

Any issues raised by UAT are analyzed to see if these are part of the scope and relevant action taken accordingly. If the issues are not part of initial scope, then the same is discussed with Application Manager to take it as part of the current CR or as a subsequent workorder.

## Deployment in Production

Once the change is signed off by the customer (UAT), Team Lead and Quality spocs approval is required for the changes to be moved to Production manually / automated. Deployment checklist is updated along with CR summary sheet and reviewed internally. Developer does the postproduction testing and share the production test document for internal review If applicable. Various deployment checklist templates are used based on application wise.

Post smoke testing, the results are reviewed by Peer.

Following approvals (in sequence) are taken before the CR is marked as PIR pending

* Peer review confirmation
* Lead approval
* Quality SPOC approval



Later, User is informed to initiate PIR.

Share point link for relevant template: <https://shp>.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline

## CR Closure

Post confirmation of PIR, the following actions to be performed before closing the CR.

* Team Lead and Quality spocs approval is required
* Update all the final versions of documents in Sharepoint
* Submit the self-assessment of SLA to Application Manager and take a confirmation on the same if applicable.
* If CR is major CR( more than 15 pds) then traceability matrix need to update.
* Update CR summary sheet.



Share point link for relevant template: <https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline>

## Review

If any review comments received internally/externally to update/correct the documents/code/configuration, the same are updated in the defect tracker real time with all necessary details. The same is reviewed at the end of quarter for analysis to understand the reasons for defects and identify preventive steps.



Share point link for relevant template: <https://shp.swissre.com/sites/sapccc/Shared%20Documents/OPS%20IT%20RUN/Guideline>

## Approvals

* Lead Approval checks(Not limited)
  + Ensure all sections in the documents are filled
  + Sections marked as not applicable should have the reasons mentioned
  + Ensure all documents are uploaded in the Sharepoint
  + Ensure the CR is relevant to the changes done
  + Ensure the test results are reviewed and confirmed
* Quality SPOC approval checks(Not limited)
  + Ensure the process adherence is 100%
  + Defect tracker has relevant defects entered and closed
  + NCs should have necessary CAPA
  + Review confirmations and approvals are uploaded in share point as per the milestone timelines
  + Approvals are uploaded in Sharepoint in Outlook message format

## Emergency CR

In case Emergency fix, provide below details while requesting approval

Email format

|  |
| --- |
| Issue: |
| Cause: |
| Business impact: |
| Resolution: |

The following sequence of approval required to create the CR

1. Application Manager approval
2. Lead Approval
3. PM/DM approval
4. Quality spocs approval

Then folder to be created in the share point and all relevant approvals should be uploaded in the share point. Developer need to mention dates for when documentation will be completed and uploaded in Sharepoint.