

## Jan-20 Change Monitoring Monthly Review

On a monthly basis, IT R&C manager will conduct a review of the weekly reviews executed by IT R&C analysis:

Template found here: \\MainFolder\\Daily\_Change\_Monitoring\\Monthly Manager Review

1. Review monthly monitoring tracker and ensure all days were monitored by analyst.

a. Access the monthly monitor tracker at:

i. \\MainFolder\\Daily\_Change\_Monitoring

b. The Daily Change Monitoring tracker will contain a 'days tracked tab'. All days tracked will contain an "X" for

Step 1 Review Sign off \_\_\_\_\_

2. From the Findings Tracker tab, haphazardly select a number of days (from population of monthly days found received for each server on the days selected).

a. All emails are archived by date at: \\MainFolder\\Daily\_Change\_Monitoring\\

Selection 1 (date)	1/9/2020 Emails Received	4
Selection 2 (date)	1/14/2020 Emails Received	2

Step 2 Review Sign off \_\_\_\_\_

"3. For the days selected in step two, identify all emails which denote a change detected. Open each email and

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Selection 1	1/9/2020 Total Changes	4 magic_qq_appl
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Step 3 Review Sign off

Selection 2	1/14/2020 Total Changes	2 magic9023
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Step 3 Review Sign off

magic9843

Step 3 Review Sign off

testps9023

Step 3 Review Sign off

4. From the Findings Tracker tab, haphazardly select five changes that occurred (and have a ServiceNow ticket identified). For each change, ensure the ServiceNow ticket referenced appropriately maps to the identified change.

a. The ServiceNow ticket names can be found in the 'Conclusion Evidence Name' column located in the Findings Tracker tab.

b. Access the Remediation and Justification Evidence for any changes at: \\MainFolder\\Remediation\_or\_Justification Evidence

Selection 1 (date)	1/9/2020	CHR0000928476	Not Appropriately Mapped
Selection 2 (date)	1/14/2020	CHR0000291924	Appropriately Mapped

Step 4 Review Sign off \_\_\_\_\_

5. From the findings tab, identify all line items which do not have a corresponding ServiceNow ticket. For each item, review all supporting conclusion evidence for appropriateness of change occurring without a ServiceNow ticket (e.g. alternative documentation exists, false positive change, etc.).

a. The ServiceNow ticket names can be found in the 'Conclusion Evidence Name' column located in the Findings Tracker tab.

b. Access the Remediation and Justification Evidence for any changes at:  
\\MainFolder\\Remediation\_or\_Justification Evidence

	With Email Exclusions	Other		Total
Total Changes _____	9	7	0	16

Step 5 Review Sign off \_\_\_\_\_

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a. All emails are archived by date at: \\MainFolder\\Daily\_Change\_Monitoring\\

Selection 1 (date)	1/9/2020	Emails Received	4
Selection 2 (date)	1/14/2020	Emails Received	2

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2. From the Findings Tracker tab, haphazardly select a number of days (from population of monthly days found received for each server on the days selected).

a. All emails are archived by date at: \\MainFolder\\Daily\_Change\_Monitoring\\

Selection 1 (date)	1/13/2020	Emails Received	3
Selection 2 (date)	1/14/2020	Emails Received	2

Step 2 Review Sign off \_\_\_\_\_

4. From the Findings Tracker tab, haphazardly select five changes that occurred (and have a ServiceNow ticket identified). For each change, ensure the ServiceNow ticket referenced appropriately maps to the identified change.

a. The ServiceNow ticket names can be found in the 'Conclusion Evidence Name' column located in the Findings Tracker tab.

b. Access the Remediation and Justification Evidence for any changes at: \\MainFolder\\Remediation\_or\_Justification Evidence

Selection 1 (date)	1/13/2020	CHR0000230943	Appropriately Mapped
Selection 2 (date)	1/14/2020	CHR0000291924	Appropriately Mapped

Step 4 Review Sign off \_\_\_\_\_

5. From the findings tab, identify all line items which do not have a corresponding ServiceNow ticket. For each item, review all supporting conclusion evidence for appropriateness of change occurring without a ServiceNow ticket (e.g. alternative documentation exists, false positive change, etc.).

a. The ServiceNow ticket names can be found in the 'Conclusion Evidence Name' column located in the Findings Tracker tab.

b. Access the Remediation and Justification Evidence for any changes at:

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	With Email Exclusions	Other	Total
Total Changes _____	9	7	0 16

Step 5 Review Sign off \_\_\_\_\_

t. The manager review is executed to make sure all servers and all days within the month are accounted for. Add

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