Apr-28 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 analysist. The manager review is executed to make sure all servers and all days within the month are accounted for. Additionally, the manager haphazardly selected 5 days within the month and re-executes the review to ensure the procedures were accurately performed. If any discrepancies are identified, the manager performs further investigation.

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 that day or the ServiceNow ticket
associated with the change for that day

Step 1 Review Sign off _____

2. From the Findings Tracker tab, haphazardly select a numer of days (from population of monthly days found on the days track tab) and ensure an email was 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	5
Selection 2 (date)	1/13/2020	Emails Received	3

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 ensure the details within

Selection 2	1/13/2020	Total Changes	3
			magic_kq_023
			magic_qq_appl
			magic_kl02
			testps9023

4. From the Findings Tracker tab, haphazardly select five changes that occurred (and have a ServiceNow ticket identified). For each change, ensure the ServiceNow ticker 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	CHR0000192847	Appropiately Mapped
Selection 2 (date)	1/13/2020	CHR0000123095	Appropiately 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 occuring 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	7	7	1	15

Step 5 Review Sign off _____