

Integrated Change Management Requirements - 2014

Version No.	Authored / Modified by	Updated Date	Remark / Change History
1.0	Umesh Lamba / Akanksha Parashar	07/07/14	Initial Draft
1.1	Umesh Lamba / Akanksha Parashar	07/10/14	Submitted the final version

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1. Overview

Change Management is the process responsible for controlling the lifecycle of all changes. The primary goal of Change Management is to enable beneficial changes to be made with minimum disruption to the IT services. The goal of this document is to provide requirements which will allow the team to effectively scope the requirements for implementing change management in Jira

2. Objective

Objective is to improve on the existing Change Management practice and create a robust process for best practice to be enforced and followed at Dealer Track.

3. Tool

JIRA is the identified tool as it ensures proper trace-ability, impact assessment, workflow and approval based automation of change requests.

The tool was identified with the following criteria:

1. Ability to independently create a change
2. Ability to classify Change based on business \ solution line
3. Ability to classify a Change based on Change Type (for example Storage, Firewall etc.)
4. Ability to approve once categorization is done
5. Ability to capture the test results (customer verification) after deploying the changes
6. Ability to Close a change

4. Purpose

Purpose of this wiki page is to document and describe the best practice and workflow of Global Change Management process to be implemented at Dealer Track.

Below sections in the page describe the requirements analysis of the process and tool for Change Management.

Change Management ticket: For reporting and assignment purpose, Tickets are filtered to 3 categories listed in this section, fourth category is conditionally optional.

Process Flow: This section shows the process flow of the change ticket. Ticket status is listed on the left hand side with activities and dependencies depicted in the process flow diagram. This will workflow will serve to explain the change management ticket life-cycle.

Approval Process flow: This section is for the detailed explanation of the approval process life-cycle for change tickets. Emergency Change request will follow a different approval life-cycle which is also explained in this section.

Technical Workflow: This is the technical translation of the process flow diagram. This workflow will be embedded in the tool for the purpose of automatically routing the ticket through the assignment and approval life-cycle.

JIRA Field and attributes: This section is the list of all the field that will be displayed in all JIRA change tickets. List was gathered by evaluating the existing tool, process flow and reporting requirements.

Business Rules: As part of product development, business rules are documented to ensure that functionality of the tool is in adherence to expected results of the end product, All the business rules gathered documented in this section will be part of the system logic for the tool.

5. Change Management tickets:

For reporting and assignment purpose, all Change requests will be filtered to 3 levels. Level 1 will indicate the solutions line, Level 2 is the affecting technology and Level 3 is the function.

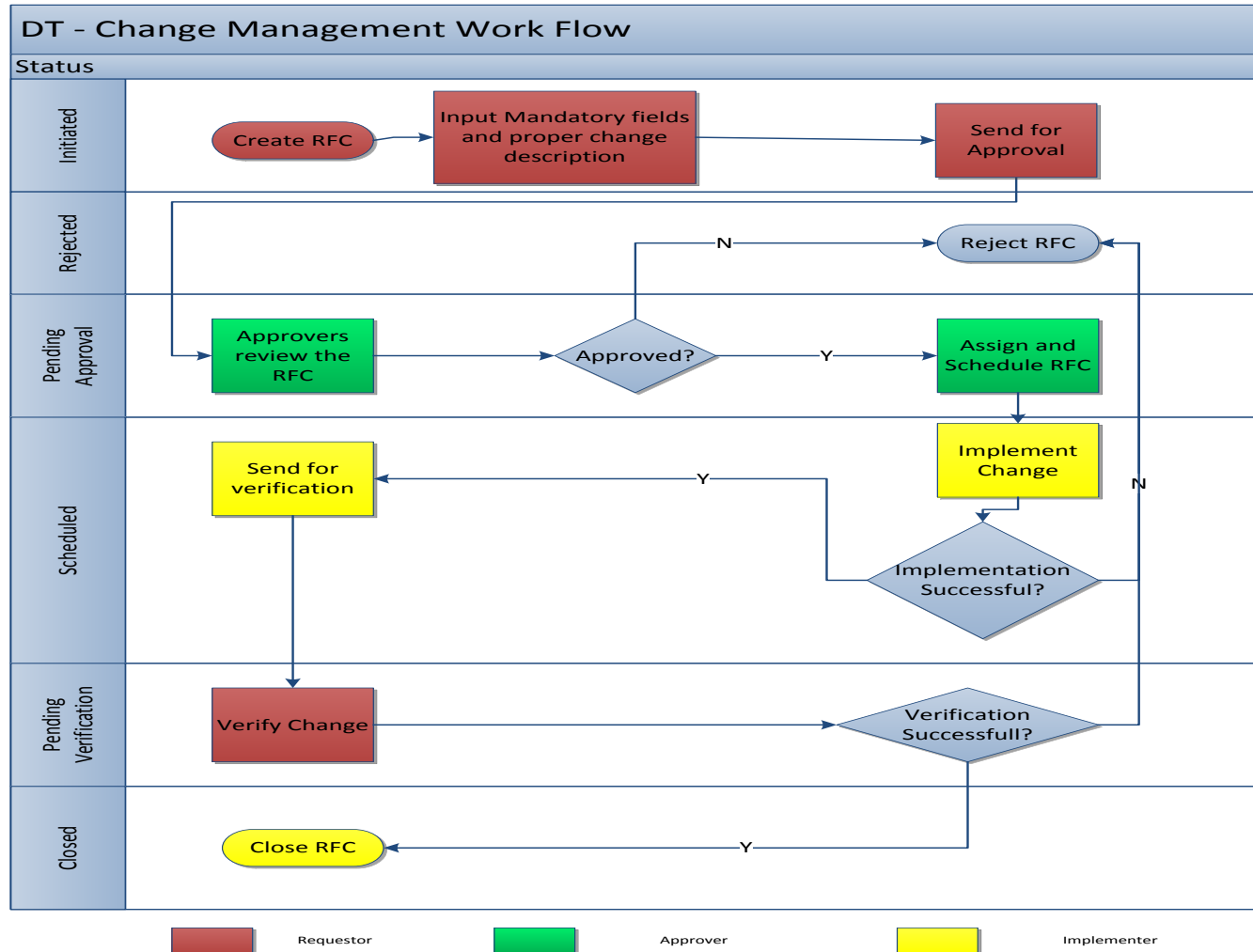
An additional Level 4 will cater to any additional information that needs to be field out for the change ticket.

Solution Lines

1. Inventory +
2. DRS
3. HQ- Classic
4. CMS
5. DMS
6. Interactive
7. RTS
8. DDS
9. DT Canada
10. HQ-DT2.0
11. DDS
12. Shared Services

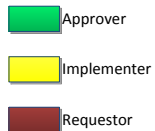
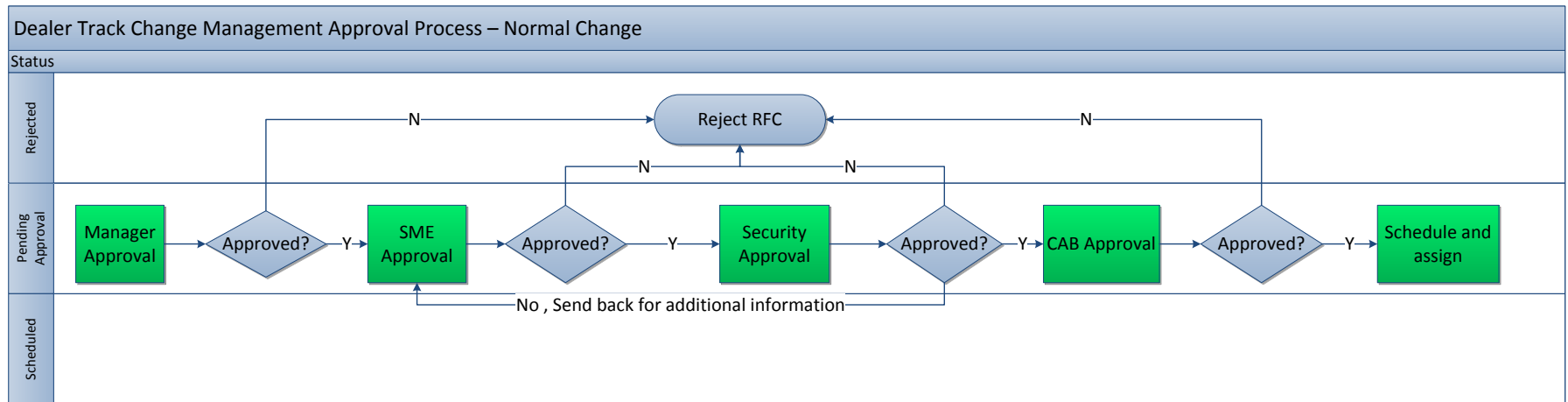
6. Change Management Process Flow:

Below is the process flow of the change ticket. Ticket status is listed on the left hand side with activities and dependencies depicted in the process flow diagram. Additionally, A change request can be cancelled at any stage and moved to "Cancelled status". Cancel status is not indicated in the below workflow which will serve to explain the change management ticket life-cycle.

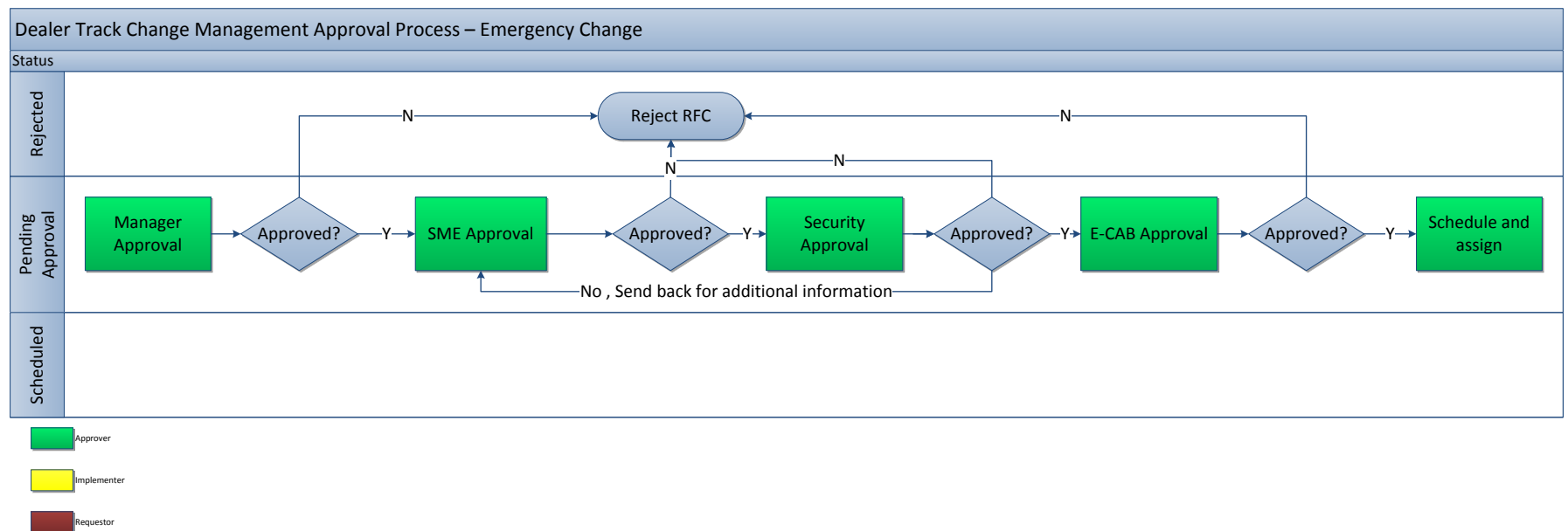


7. Approval Process:

All change management tickets are required to follow an approval lifecycle before a change is implemented. Below is workflow for the change approval. This was designed by analyzing the existing approval process and bridging the gaps to suit the long term needs of Dealer Track.

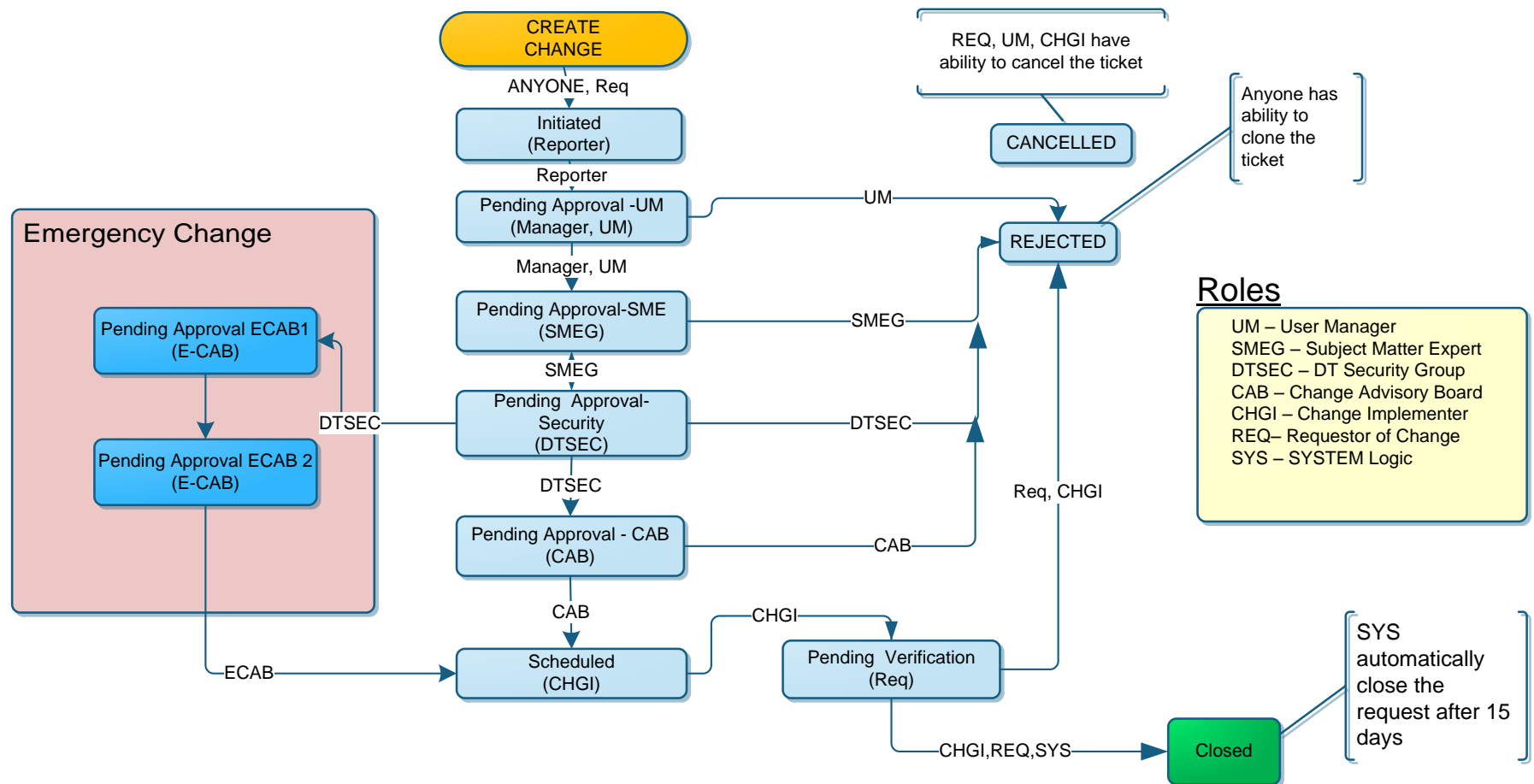


A service interruption that has high impact to a critical system or external clients may require an emergency change to fix the issue. Such changes can follow an emergency change approval lifecycle listed below.



8. Technical Workflow:

This is the technical translation of the process flow diagram. This workflow will be embedded in the tool for the purpose of automatically routing the ticket through the assignment and approval life-cycle.



9. Jira Fields / Attributes:

This section is the list of all the field that will be displayed in all JIRA change tickets. List was gathered by evaluating the existing tool, process flow and reporting requirements.

Field Name	Value	Mandatory	Field Length	Input by	Comments
Change Details					
Change Number	CHGXXXX	Y	System	System Generated	Read only
Change Type	Normal, Emergency	Y	20	Defaulted/Dropdown	Drop down with default value set to Normal with an option for Reporter to select Emergency. There will be different process flows for normal and emergency tickets.
Summary	Text	Y	265	Requestor	This is a free text field.
Description	Unlimited Text Field, ability to attache images and documents etc.	N	unlimited	Requestor	This is a free text field
Risk	Critical, High, Medium, Low	Y	20	Defaulted/Editable	Impact to change environment. This value is defaulted to "Low"

Priority	Critical, High, Medium, Low	Y	20	Requestor	Drop down with default value set to P4
Status	LOV'S	Y	20	System generated	At first ticket is defaulted to "Initiated". Follow the change ticket lifecycle for further statuses.
Resolution	Applies to certain status such as Rejected or Cancelled	Conditional Mandatory.	100	User marking ticket as Rejected or Cancelled.	This field becomes mandatory to input when the change ticket is marked as Rejected or Cancelled.
Comments	Free Text, Attachments, Any number of worklog entries.	N	256	Any User/Any number of comments	
Change Requester Details					
Change Requester Full Name	Name	Y	256	Defaulted/Editable	Defaulted to the Person creating the ticket. Editable and changeable to another user. BR 1.7, 1.8 ,1.14
Change Requester Contact Email	Change Requester Contact Email	Y	256	Defaulted/Editable	Defaulted to requestor's email address, editable . BR 1.7, 1.8 ,1.14

Change Requester Contact Phone	Change Requester Contact Phone	N	256	Defaulted/Editable	Defaulted to requestor's phone , editable. BR 1.7, 1.8 ,1.14
Manager's name	Reporter's Manager	Y	256	Defaulted/Editable	The requestor's manager from the Active Directory
Audit History					
Date Initiated	Initiation date	Y	Date/Time Field	System Generated during the first submit of ticket	Read only
Initiated By	Initiated By user	Y	256	System Generated during the first submit of ticket	Read only
Last Modified Date	Last Modified Date	Y	Date/Time Field	System Generated after every update	Read only
Last Modified By		Y	256	System Generated after every update	Read only
Audit Tab	Audit Tab	System Generated	-	BR.1.9	Details in BR 1.9

Change Filters					
Affecting CI	CI Name	Y	256	Requestor	Text field, BR 1 32
Solution Group	LOV'S	Y	256		
Impacted	LOV'S	Y	256		
Function	LOV'S	Y	256		
Additional Info		Conditional Mandatory	Unlimited		
Change Assignment (This is the Change Implementation Group and Assignee)					
Implementation Assignee	Text Field	Y	256	System/Rules Engine populates this field.	Read only to the Requester. However Support groups can edit.
Assignee	Text Field	Y	256	System/Rules Engine populates this field	This is the default JIRA field, contains values of the current Approving DL or Individual Approver
Change Dates					
Requested Start	Date and Time	Y	Date/Time	Reporter	Calendar Date and time fields

Date			Field		
Requested End Date	Date and Time	Y	Date/Time Field	Reporter	Calendar Date and time fields
Implementation Start Date	Date and Time	Conditional Mandatory BR1.27	Date/Time Field	Approver/Assigned Group	Calendar Date and time fields, BR1.27
Implementation End Date	Date and Time	Conditional Mandatory BR1.27	Date/Time Field	Approver/ Assigned Group	Calendar Date and time fields, BR1.27
Change Relationships					
Relationship Tab	List of related CI, Incident, Problem, Changes	O	-		This tab exists in all change tickets giving anyone ability to attach other tickets
"Roll Back Plan" tab		O	-		This tab exists in all change tickets, BR1.28
Description	Free text	O	-		
Attachment	Ability to add attachment	O	-		

10. Business Rules:

As part of product development, business rules are documented to ensure that functionality of the tool is in adherence to expected results of the end product, all the business rules gathered documented in this section will be part of the system logic for the tool.

ID	Description
BR 1.1	All the fields marked as "Y" in above table Section JIRA Fields/Attributes are mandatory to be filled in by the requester. If any of these fields are NULL , then an error message pop-up will tell the requester to complete these.
BR 1.2	Requester will be allowed to save and update a ticket as many number of times before submitting the ticket for next level of Approval
BR 1.3	Once a ticket has been submitted for approval user should not be allowed to edit any information on the Change Ticket. Next in line of approval cycle can add comments, SME can attach CI.
BR 1.4	If a requester needs to make changes to the ticket post submission for approval, the requester has the ability to cancel the ticket and then later clone the change ticket with newer and updated details. This process can be repeated as many number of times.
BR 1.5	All Fields need to be audited and audit history to be stored and will be accessible in a separate tab
BR 1.6	Every approver can setup an alternate approver who can act of behalf of the approver in emergencies
Br 1.7	Change Requestor full name is Defaulted to the Person creating the ticket.This is over-writable and changeable to another user on the JIRA ticket (No Update to Active Directory)
BR1.8	Change Requester Contact Details defaulted to the person creating the ticket. This is over-writable and changeable to another user on the JIRA ticket (No Update to Active Directory)
BR1.9	Audit Tab to include data for 1. Create date 2. Created by (person logged in) 3. Last modified date 4.Last modified by 5. Detailed audit trail of every input to the ticket.

BR1.10	Relationship tab should have ability to allow users to link to other changes, Incident, PM and ability to input CI manually.
BR1.11	Relationship tab should have dependency on other tickets (detailed discussion and requirements gathering required)
BR 1.12	All notifications sent out from the ticket should be recorded in a separate tab (or Audit history) - Phase II
BR 1.14	"Change Requester details" to be auto populated from current Jira Profile.This is over-writable and changeable to another user on the JIRA ticket (No Update to Active Directory)
BR 1.15	Values to be defaulted upon new creation of change
BR 1.15.1	Requester Name, Requestor email, Requestor Phone number
BR 1.15.2	Change type is defaulted to normal. The other option in the drop down of this field is "Emergency"
BR 1.15.3	Change number is system generated and read only
BR 1.15.4	Risk is defaulted to Low
BR 1.15.5	Priority is defaulted to low
BR 1.15.6	Status is defaulted to initiated
BR1.16	Implementation Assignee and Implementation Dates are mandatory before moving the ticket to "Scheduled" Status

BR1.17	Post login screen to show mandatory dash board listed under "Reporting Requirements"
BR1.18	Change ticket is automatically closed after 15 days of being moved to Pending verification status with Resolution = " Customer did not verify in 15 days"
BR1.19	Resolution is mandatory for Rejected, Cancelled and Closed. The value of Resolution is a drop down containing admin configurable values.
BR1.20	A user in Change, Incident or Problem module should be able to create a new ticket in any of these modules by click of a button, The newly created ticket should be automatically linked to the initiating ticket and seen on the relationship tab. (User will be required to input all mandatory fields before it goes through the approval or assignment life-cycle process)
BR1.21	Assignment to approvers and assignment groups is automated in JIRA using assignment rules engine based on the data to be provided.
BR1.22	Cancel button exists in all status and appropriate user has ability to cancel ticket at any point. Refer BR. 1.29 and 1.30
BR1.23	Requestor should be able to Override manager assignment when the ticket goes from initiated to Pending Approval – UM status.
BR1.24	System should allow jira administrator to configure the Assignment Rules Engine for each status i.e. (Pending Approval – UM, Pending Approval – CAB - Pending Approval- Security , Pending Approval – SME, Implement Change) as well as for the Implementation Assignee.
BR1.25	System should allow to override Implementation Assignee field and the regular JIRA Assignee field both of which are auto-populated based on the rules engine.
BR1.26	All rejections on a change ticket should ask for selecting resolution and giving an appropriate comment
BR1.27	Implementation dates and Implementation Assignee are mandatory fields before CAB approves (All tickets leaving CAB should have assignee and implementation date-time completed)
BR1.28	A new tab called “Roll Back Plan” should be available for the users which is meant for giving the rollback procedures & reason along

	with option to add attachments in a separate field on the same tab . From text field
BR1.29	Requestor can cancel the ticket at any point of time.
BR1.30	User Manager and Change Implementer can cancel the ticket when the ticket is in their queue
BR1.31	All Calendar field is date and time.
BR1.32	Before a SME can approve a change request, he has the option of attaching the CI to this change ticket.

11. Reporting Requirements:

First time login to JIRA will take users to a default system dashboard which can be customized by the user at any point. Dashboard customization and Ad-hoc reporting will be covered under the Jira Training.

Default value and reports available on default (system) dashboard

Values:

- Change number
- Status
- Requestor name
- Short description
- Change schedule date.

Reports:

- CM tickets created by me and open, A dropdown is available for user to select other status
- CM tickets assigned to me, A drop down list is available for the user to select his “Jira distribution List” group to show all tickets assigned to the group

- CM Tickets awaiting my action (List of ticket awaiting an approval from the group user is a member)
- Change Calendar

12. Appendix:

<http://wiki.hq.dt.inc/display/ITSMImplementation/Integrated+Change+Management+Requirements>