body { font-family: 'ArialUnicode'; font-size: 11pt; line-height: 1.35; } h1 { color: #0B3558; font-size: 20pt; margin-bottom: 6pt; } h2 { color: #0B3558; font-size: 14pt; margin-top: 12pt; } h3 { color: #0B3558; font-size: 12pt; margin-top: 10pt; } p { margin: 4pt 0; } ul { margin: 0 0 6pt 18pt; } ol { margin: 0 0 6pt 20pt; } table { width: 100%; border-collapse: collapse; margin-bottom: 8pt; } th { background: #F0F4F8; font-weight: bold; } th, td { border: 0.5pt solid #D3DADF; padding: 4pt; } blockquote { border-left: 3pt solid #0B3558; padding-left: 6pt; color: #333; }

Workflow Playbook – Infrastructure Change

Goal: Evaluate, design, and decide on infrastructure changes before execution to protect delivery timelines, cost, and reliability.

1. Quick Reference

- Trigger: Tech Lead submits Infrastructure Change Brief for an active delivery or maintenance project.
- Exit: Infrastructure Change Proposal decided (Approve / Reject / Adjust) with routed next steps.
- Owner: Tech Lead (States 0–2), Delivery Owner (State 3).
- SLA: 7 calendar days from brief acceptance.

2. Intake Checklist

- [ ] Infrastructure Change Brief complete (problem, impact, urgency, constraints).
- [ ] Access to current architecture, infra diagrams, monitoring, cost data.
- [ ] Stakeholders mapped (Tech Lead, Delivery Owner, Finance, Security).

3. Stage Instructions

State 0 – Qualification (Owner: Tech Lead, SLA 0.5 day)

Checklist - [ ] Validate trigger is infrastructure (scale, reliability, compliance, cost) vs. pure feature work. - [ ] Confirm change cannot be handled inside regular backlog tasks. - [ ] Decide Accept / Reject; document rationale.

Exit Artifact: Qualification log referencing brief ID.

State 1 – Infrastructure Impact Analysis (Owner: Tech Lead, SLA 2 days)

Steps 1. Current state review – topology, capacity, SLAs, monitoring signals, incident history. 2. Risk identification – performance limits, SPOFs, compliance gaps, cost spikes. 3. Required change list – map each risk to potential infra responses.

Artifacts: Impact analysis memo, updated architecture diagram (current state), risk register entries.

State 2 – Solution & Estimation (Owner: Tech Lead, SLA 3 days)

Checklist - [ ] Target architecture drafted (diagram + narrative). - [ ] Migration/runbook approach described (phases, rollback plan). - [ ] Cost estimation (CapEx/OpEx, tooling/licensing, team effort) with assumptions. - [ ] Risk & dependency matrix (security review, data migration, change windows). - [ ] Draft Infrastructure Change Proposal compiled (PDF/Deck).

Collaboration: Finance validates cost ranges; Security reviews compliance items.

State 3 – Decision & Routing (Owner: Delivery Owner, SLA 1.5 days)

Checklist - [ ] Tech Lead presents proposal to Delivery Owner + stakeholders. - [ ] Decision recorded: - Approve → define execution workflow (Development, DevOps run, vendor engagement) + funding source. - Reject → log reason; close brief. - Adjust → send back to State 2 with feedback + deadline. - [ ] Communication sent to project + Finance + Ops.

Exit Artifact: Signed decision note + routing instructions.

4. Controls & KPIs

- Approval lead time: ≤7 days.
- Proposal completeness score: 100% of proposals include cost, risk, migration sections.
- Execution alignment: Approved proposals linked to downstream delivery tickets before work starts.

5. Templates & Tools

- Infrastructure Change Brief form.
- Impact analysis worksheet (capacity, risk, compliance tabs).
- Architecture diagram templates (C4 + infra layers).
- Costing spreadsheet (CapEx/OpEx + sensitivity analysis).
- Decision note template.

6. Escalations

- If new infra demands external vendor spend > budget threshold → involve Finance lead before approval.
- For security/compliance risks, notify Governance & Security team immediately; approval contingent on their signoff.