

Change Management Prerequisite Checklist

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Change Management Prerequisites Checklist

The following checklist has been carefully reviewed and fulfilled to ensure full compliance with established standards

General

■ 'Short Description' Field: Ensure alignment to the NEW DTI Change Management Standard naming convention: [Change or Release]-[Primary Affected CI]-[High-level Change Description]

Change: A change is any modification, addition, or removal of an IT component or service, such as updating software, modifying configurations, or adding hardware.

(ex. Change -eCube Financials-Modify User Profile Table to Add New Column for User Preferences)

Release: A release is one or more functional change(s), such as new features, enhancements, and bug fixes, that are packaged, tested, and deployed together as a single unit into the live environment.

(ex. Release-eCube Clinicals-Electronic Health Record System Enhancements)

■ 'Affected CIs' Tab: Ensure all Affected CIs are accurately listed.

Affected CI's are the specific components, services, or systems that will be directly modified, updated, or altered as part of a proposed change

■ 'Impacted CIs' Tab: Ensure all Impacted CIs are accurately listed, including all CIs that are both directly and indirectly dependent on the Affected CI.

Impacted CI's are the components, services, or systems that are not directly changed but may be influenced or dependent on the Affected CIs.

■ 'Schedule' Tab: Ensure that the Planned Start and End times for the change implementation fall within the approved maintenance window and outside of the availability windows for all Affected CIs.

Planning Tab

■ 'Risk and Impact Analysis' Field: Document the applicable information below

Document the potential impact on both Affected and Impacted CIs if the change implementation deviates from the plan or encounters issues

ex. If the planned database migration faces issues leading to an extended outage, eCube Clinicals will be unavailable for processing treatment information, and Chairside will not receive the required data feed, resulting in data inconsistencies

Document the risk to the organization if the change is not implemented.

ex. If a certificate is not renewed, all services relying on the server with the expired certificate will fail, leading to potential service disruptions and business impact.

Document the inclusion of Impacted CIs that were previously omitted from the CI list in prior changes.

ex. Referring to a previous change you made to eCF, was an additional service impacted that was not initially identified in your affected CI list? If so, have you now included this service in your current list of effected CIs?

■ 'Backout Plan' Field: Ensure a high-level summary of the backout plan (minimum of 2 bullet points). Record the detailed, step-by-step backout procedures within the CTASKS.

■ 'Downtime Posting' Field: Ensure the following is recorded:

Applications affected by the downtime. The precise planned start and end times of the downtime. Any additional relevant information that users may need to be aware of during the downtime period.

CTASKS

■ Ensure the change implementation plan includes a clear, technically sound sequence of tasks with estimated durations, ensuring that the total execution time falls within the scheduled change window.

Ex. The task 'Take database snapshot' should precede the task 'Stop middleware (e.g., JBoss).' The duration of taking the snapshot depends on the tool used and the size of the database being copied.

■ Ensure the technical teams responsible for implementing the change have reviewed and validated the implementation plan, including the sequence of tasks, their allocated durations, and overall feasibility.

■ Ensure all implementation CTASKS have start and end times that fall within the overall planned start and end times of the change implementation.

■ Ensure each CTASK is assigned to the appropriate resource or team responsible for the specific action (e.g. DBAs for database tasks, middleware specialists for middleware tasks, or software developers for application tasks).

■ Ensure that the rollback task includes a detailed backout or rollback plan.

High-Risk Changes

■ Ensure change Request has received all approvals prior to Wednesday 11 AM ET prior to CAB