Creating and Using Standard Change Templates

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A standard change is a low-risk, pre-authorized change that is well understood and fully documented which can be implemented without needing additional authorization. Standard changes can only be raised by selecting from an existing template. A Standard Change template must be approved by the Change Process owner.

Creating and obtaining approval for a Standard Change template

To request approval for a type of change to be a Standard change perform the following steps.

Click Change – Standard Change Catalog in the Application Navigator on the left.Click Template ManagementClick Propose a new Standard Change TemplateA blank template will come up.Update the following fields:

Template description – Enter what you want the template name to be.Sample Change Requests – In this field click on the search bar below it and add at least three recent successful instances of this type of change.Change Request values – Fill in the following:

CategoryConfiguration ItemBusiness ServiceShort Description – A few brief sentences describing the standard change being requested.Description – In greater detail describe the steps of the changeImplementation planBackout PlanTest plan – Post implementation test plan for validating the results.–choose field—This is where you can choose additional fields to add to further your case.

Do not update the Risk field. It must remain as Low.Click SaveCopy the Description

Go to the Proposal tabPaste it to the Description FieldEnter a Business Justification

Once everything is updated, click the “Request Approval” button on the bottom right of the screen.An email will be sent to you when the request has been submitted and when it is approved.

Creating, Submitting and Completing a Standard Change

To create a Standard Change record request approval for a type of change to be a Standard change perform the following steps.

Click Change – Standard Change Catalog in the Application Navigator on the left.Click the Standard template you wish to use.Once it opens take note of the change record number and click Submit.Open the change record just created.Update the following fields

Planned Start and End DateAssigned To

When everything is ready, click Schedule at the top right of the screen. This will move the change to a Scheduled State.Create an Implementation to track the work.When you are ready to implement, click Implement at the top right of the screen.Move the change to Review then Close.

Title	Description
BU IT/Home	Changes related to BU IT/Home team.
Clinical Applications	Changes related to Clinical Applications COE.
Data Analytics & Reporting	Changes related to Data Analytics & Reporting COE.
Database	Related to Database changes.
Digital Applications	Changes related to the Digital Applications COE team.
Enterprise Applications	Changes related to the Enterprise Applications COE team.
Field Systems Support	Changes related to the Field Systems Support team.
Information Security	Changes related to the Information Security team.
Infrastructure	Infrastructure related changes.
Integrations	Related to data integrations and workflow.
Non-DTI	These are for applications which are not a part of DTI.
Strategy and Architecture	Changes related to Strategy and Architecture.