Recommendations & Working processes
████████ Managing & Maintaining

Version 1.7

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Revision History

Date	Version	Description	Author
2009-05-14	1.0	Initial version	URCHO
2009-07-02	1.1	Changed contents in Change & Release Management, ▮▮▮▮ PAM, Configuration Management	URCHO
2009-08-11	1.2	Added topics	URCHO
2009-09-04	1.3	Added Appendix, added text to Introduction, Scope, Intended use	URCHO
2009-09-17	1.4	Adapted chapter 3 + Title of document	URCHO
2009-09-24	1.5	Added part Education	URCHO
2009-10-20	1.6	Added information after Steering Group Meeting	URCHO
2009-11-09	1.7	Updated section 2 after CAB Meeting	URCHO
2009-12-03	1.7	Added section "approval of document"	URCHO

Approval of document

Section	To be Approved by	Approved by	Approval Date
1. Introduction	Change Advisory Board	Change Advisory Board	2009-10-27
2. Change & Release Management	Change Advisory Board	Change Advisory Board	2009-10-27
3. ▮▮▮ PAM	IT Management Team		
4. Configuration Management	▮▮▮▮▮▮▮▮		
5. Service Level Management	▮▮▮▮▮▮▮▮		
6. Education	IT Management Team		
Appendix A	Change Advisory Board	Change Advisory Board	2009-10-27
Appendix B	Change Advisory Board	Change Advisory Board	2009-10-27
Appendix C	Change Advisory Board	Change Advisory Board	2009-10-27
Appendix D	Change Advisory Board	Change Advisory Board	2009-10-27
Appendix E	Change Advisory Board	Change Advisory Board	2009-10-27

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Table of contents

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███████ Change████████████████████

1.2 Purpose

This document contains the information and processes about how the ███ environment is handled within ███████████████. This is a living document and will be changed during the project and after major workflow changes within the company. The content and processes are used for ███ and can be used with adaptations for future versions of common platform within ███████ ███████.

1.3 Intended use

The document is to be seen and used as a summary of the projects deliverables and a base for further process definitions within the IT departments.

It should also be used as a recommendation and information source for members of the Change Advisory Board, Coordinators, ████ PAM and IT Management.

1.4 Definitions, Acronyms and Abbreviations

Change Management	The process responsible for controlling the lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made, with minimum disruption to IT Services.
Configuration Management	the process responsible for maintaining information about configuration items required to deliver an IT Service, including their relationships. The primary objective is to underpin the delivery of IT Services by providing accurate data to all IT Service Management processes when and where it is needed.
Service Level Management	The process responsible for negotiating Service Level Agreements, and ensuring that these are met. SLM is responsible for ensuring that all Service management Processes, Operational Level Agreements, and Underpinning contracts, are appropriate for the agreed Service Level Targets.
Configuration Items (CI)	Any component that needs to be managed in order to deliver an IT Service. CIs are under control of change management. Cis typically include hardware, software, buildings, people, and formal documentation such as process documentation and SLAs.
███	████████████
███	████████████
PAM	Product Area Manager
Standard Change	A pre-approved change that is low risk, relatively common and follows a procedure or work instruction.