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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	OW Thomasson	Reviewing Unit:	Quality Assurance
Title:	Change Management Process SOP		
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Change Management Process

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to define the types and procedures for various types of changes to production information technology systems within OMES/ISD.
2. Scope
 - 2.1. The Change Management Process applies to all changes to production environments supported by OMES/ISD, no matter the size or complexity of the change.
3. Discipline
 - 3.1. Business Quality Standards
4. Terms and Definitions
 - 4.1. Change – The addition, modification or removal of anything that could have an effect on IT Services.
 - 4.2. Change Approval Board – Group of personnel responsible for approving or denying changes to production environments.
 - 4.3. Configuration Item – Any piece of hardware, software or firmware used within any information technology environment within OMES-supported services.
 - 4.4. Change Ticket – Request for authorization to change a configuration item used to support production systems.
 - 4.5. Test Plan – Documents the strategy used to verify and ensure that a product or system meets its design specifications and other requirements.
 - 4.6. Implementation Plan – Describes how the information system will be deployed, installed and transitioned into an operational system. The plan contains an overview of the system, a brief description of the major tasks involved in the implementation, the overall resources needed to support the implementation effort (such as hardware, software, facilities, materials and personnel) and any site-specific implementation requirements.
 - 4.7. Mission Critical – Refers to a device, service or system whose failure or disruption would cause the failure of a business operation that cannot be interrupted under any circumstance without severe negative impact to the business.

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5. Discussion

5.1. Change Management Principle

5.1.1. All changes to production configuration items for OMES and transformed agencies must use the ISD Change Management Process for approval. Non-transformed, agency-specific configuration items will follow the change management process of the originating agency.

5.2. Change Approval Board (CAB)

5.2.1. All changes must be approved by the CAB prior to implementation. The method of approval may vary depending upon the type of change.

5.2.2. CAB Members – Directors or their appointees representing:

- 5.2.2.1. Enterprise Programs
- 5.2.2.2. Client Experience
- 5.2.2.3. Platform Services
- 5.2.2.4. Technology Services
- 5.2.2.5. Service Quality
- 5.2.2.6. Data Driven Services
- 5.2.2.7. Technology Strategy
- 5.2.2.8. Strategic Ventures and External Relations
- 5.2.2.9. Application and Database Services
- 5.2.2.10. Public Safety and Defense
- 5.2.2.11. Security Services

5.2.3. Voting Rules

- 5.2.3.1. A majority of CAB members voting is required to approve a Change Ticket.
- 5.2.3.2. For normal changes, a 2/3 quorum of CAB members must be present to approved changes.
- 5.2.3.3. For emergency changes when the service has not yet failed, a majority vote of available CAB members is required.

5.2.4. Alternates

- 5.2.4.1. All CAB members must have a permanent alternate assigned to participate in approvals.
- 5.2.4.2. In the event neither the CAB member nor their alternate can be present at a CAB meeting, the CAB member must designate a temporary alternate for the meeting.

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- 5.3. Change Types – OMES has 3 types of changes.
- 5.3.1. Standard – Routine, low risk changes pre-approved by the Change Approval Board (CAB). Standard Changes follow a written procedure document that is on file with the Quality and Accountability department.
- 5.3.2. Normal – Any planned change to a production environment which has not been pre-approved as a Standard Change. Normal Changes require a two-week lead time for implementation after approval. The CAB has the authority to make exceptions, as needed, but the reason for exception must be documented in the Change Ticket. A change will automatically be considered a normal change under any of the following conditions:
- 5.3.2.1. The change introduces a risk of changing the production environment so dramatically that it cannot be readily rescinded in less than one hour.
- 5.3.2.2. The change creates a service outage.
- 5.3.2.3. The change introduces the risk of a service outage or degradation even when performed properly.
- 5.3.3. Emergency – Changes that are required to bring critical production configuration items back into an operational state after a failure or to prevent an imminent service interruption or degradation. Emergency Changes must be in response to a recorded incident and must have a Change Ticket created as soon as it is reasonably possible to do so. These changes will then be discussed during the subsequent CAB Meeting and Daily Status Meeting.
- 5.3.3.1. No prior authorization is required when a change is needed to restore a critical service to operation after a failure.
- 5.3.3.2. If a change is to be performed to prevent an imminent service interruption or degradation that has not yet occurred, approval must be received from the CAB.
- 5.4. Requesting a new Standard Change
- 5.4.1. An applicant must complete the **OMES Change Management Standard Change Application** and email it to the OMES CAB at least one full business day prior to scheduled CAB Standard Change Review Meeting.
- 5.4.1.1. To qualify as a Standard Change, the change must be readily rolled back within one hour of notification that an issue exists.
- 5.4.2. The applicant will then attend the OMES CAB Standard Change Review Meeting to explain the request and documentation.

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- 5.4.3. Members of the OMES CAB will vote on the Standard Change. A majority vote is needed for approval. The OMES CAB Chair has the right to veto, but can be overridden by 2/3 vote.
- 5.4.4. If a Standard Change ever needs to be amended or retired, the requestor must follow the same procedure as when the Standard Change was created.
- 5.4.5. If an incident is caused by a Standard Change, any member of the CAB may request a follow-up review of the change. During the review, a representative from the provider group performing the change may present a revised Standard Change application or defend the existing Standard Change.
 - 5.4.5.1. The CAB will then vote to approve or deny the Standard Change (existing or revised) in the same manner as for a new request.
- 5.5. OMES Change Management Tool
 - 5.5.1. If a planned change has not been pre-approved as a Standard Change, the requestor must attend the weekly Change Management meeting and have a Change Ticket logged in the OMES Change Management tool for review. This Change Ticket will be reviewed during the weekly Change Management meeting prior to implementation. Emergency Changes are exceptions only in that allowances are made for the review to be after the implementation.
 - 5.5.1.1. If external tools are utilized to track or manage changes, the Change Ticket on the OMES Change Management Tool must reflect the ticket information from the auxiliary tool.
 - 5.5.2. Each Change Ticket must have, at minimum, the following information:
 - 5.5.2.1. Implementation Plan
 - 5.5.2.2. Rollback Plan
 - 5.5.2.3. Impacted Audience/Agency
 - 5.5.2.4. Identified Risk Level
 - 5.5.2.5. Test Plan
 - 5.5.2.6. Impacted systems or services
 - 5.5.2.7. Will this cause an outage?
 - 5.5.2.8. Date and time of implementation
 - 5.5.2.9. Confirmation of coordination of change with affected agency/agencies
- 5.6. Approvals and Denials
 - 5.6.1. Approvals and denials by the CAB are effective immediately.
 - 5.6.2. If the CAB denies approval for a Change Ticket, the requestor can appeal to the Chief Operating Officer.

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5.7. Notifications

5.7.1. All notifications will be performed in compliance with the **05.1.2 ISD Service Notification Standard**.

5.8. Auditing

5.8.1. All Standard Changes will be reviewed on a schedule relative to their perceived risk and historical success, but at least once per year.

5.8.2. The CAB Chair will notify the respective provider group managers at least one month in advance, before their Standard Changes are reviewed.

5.8.3. Any evidence supporting the revocation of a Standard Change will be submitted to the CAB and provider group manager at least one week prior to the review session.

6. Roles and Responsibilities

6.1. Change Approval Board (CAB) – approves or denies changes to production environments.