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Title:	Mainframe Change Procedures SOP		
Description:	This document is the operating standard for Mainframe change procedures.		

Mainframe Change Procedures

Standard Operating Procedure

1. General Statement of Purpose
 - 1.1. The purpose of this document is to outline the change procedures for the mainframe.
2. Scope
 - 2.1. The document is for employees that support the mainframe.
3. Discipline
 - 3.1. Technical Standards
4. Instructions
 - 4.1. When a change is needed for a mainframe supported agency, the Mainframe Service Owner or designee will create a CRM Case to request the change.
 - 4.2. The Mainframe Service Owner or designee will also create a Change Ticket for the Change Approval Board to approve.
 - 4.2.1. The Change Ticket must be associated with the CRM Case number.
 - 4.3. The Mainframe Service Owner or designee will then attend the weekly OMES Change Management Meeting.
 - 4.4. If the Change Ticket is approved, the Mainframe Service Owner or designee will send the change information to the supported agency for pre-review and for that agency's Request for Change (RFC) creation.
 - 4.5. The Mainframe Service Owner or designee will then attend the supported agency's Change Approval Board meeting to review the change.
 - 4.6. The appropriate technician will then implement the change.
 - 4.7. The CRM Case and supported agency's RFC are closed.
5. Roles and Responsibilities
 - 5.1. Mainframe Service Owner or designee – Creates a CRM Case and Change Ticket. They then attend the weekly OMES Change Management Meeting and the supported agency's change approval meeting. After the change is implemented, the Service Owner or designee will close the CRM Case.
 - 5.2. Mainframe Services Technician – Implements the change.