

TECHNOLOGY SUPPORT CENTER

Change Management Process		
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PURPOSE

To define the guidelines for the DAS Change Board and to outline the steps involved in the Change Management process, from submitting the initial Change Request through the completion of the change.

CHANGE BOARD OVERVIEW

The DAS Change Board plays a dual role in the Change Management process. The Board reviews Change Requests from DAS work units and also reviews any change request from the State Data Center (SDC) that could potentially impact DAS or the customers supported by DAS.

Change-related activities requiring DAS Change Board review and approval include:

- Movement of applications from testing to production
- Desktop patching, when it changes the standard image
- Change in production code
- Voice over IP changes at DAS Level
- SDC Change Requests that may impact other DAS units or DAS Customers

The DAS Change Board is the first point of contact for changes proposed by any DAS unit or sub-unit:

Because of the potential impact of changes reviewed by the DAS Change Board, [Board members](#) have been designated from relevant work areas to either attend the DAS Change Board meetings or send an alternate. Board members should designate a replacement if they cannot continue in that role.

INSTRUCTIONS

1. Submitting a Change Request

When planning a change with possible impact on one or more customers or work groups, the change should be preceded by an official Change Request.

Changes initiated within DAS should be detailed on the [Change Request form](#). When the form has been completed, reviewed and approved by the section lead, it should be emailed to Requester’s customers and the DAS Change Management email box: changemgmt.das@das.state.or.us. The DAS Change Coordinator will log and number the request, review it for completeness and email it to all DAS Change Management notifications. DAS Change Board audio conferences are held

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Approved By: Debra Fery, Manager Technology Support Center	Signature	Date

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every Wednesday at 2:00 pm. Change Requests are to be sent no less than 3 hours before the DAS Change Board meeting; 24 hour notice is preferred whenever possible.

If your change is urgent and you do not get prompt confirmation of receipt of your change request, please call the TSC at 503-378-2135 and ask to speak to the Change Coordinator or that person's backup. Confirm that your request has been received and is being timely processed.

Each agency follows the same timeline for reviewing change requests. After changes are reviewed and approved by the agency Change Board, they are emailed to sdc.changemanagement@das.state.or.us. Conversely, all SDC Change Requests are forwarded by the SDC Change Coordinator to the agency change coordinators. The DAS agency coordinator should flag any change request that presents potential impact to DAS or DAS Customers for review by the DAS Change Board. Those on the DAS Change Management distribution list will receive copies of all change requests scheduled for review, along with a separate list of those SDC change requests that do not appear to pose any issues for DAS or its customers. Any board member may request review of a specific change from that list if they have concerns about it.

2. Change Board meetings

The regular weekly DAS change board meeting is scheduled for 2:00 pm each Wednesday. These meetings are held by telephone conference and are cancelled whenever there are no change requests submitted for review and approval. Call **503-378-2167 x24183** at the appointed time to participate in the meeting.

Following the DAS change board meeting, the DAS Change Coordinator sends out an email to all DAS Change Management notifications and to SDC Change Management, detailing the outcome of all reviewed changes.

3. Voting by Email

At the discretion of the DAS Change Management Coordinator, if there are only one or two change requests and the scope of impact appears limited, these requests may be reviewed and approved via email vote. In this case, Board members will receive an email announcement of any email vote in lieu of a regular telephone conference meeting. The DAS Change Request will be sent out to the voting group and there will be an option within the email to approve or reject the change. Please submit your vote in a timely manner.

4. SDC Change Board Conference

The SDC Change Board meets every Thursday at 2:00 pm. SDC Change Requests should be submitted one week prior to scheduled implementation whenever possible. Changes submitted on shorter notice than one week will be processed as urgent. The SDC Change Process is documented separately.

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After the SDC Change Board conference, the DAS Change Coordinator logs the outcome on the Change Request Spreadsheet and sends out an email to all DAS Change Management notifications, detailing the results of the SDC conference.

5. Review Process

Once the Change Request has been reviewed by all impacted parties, the change will be voted on and either approved or rejected. If denied, the reason(s) will be documented and included in the TSC response to the requester. Board decisions will be conveyed to all participants and to the SDC Change Board via email.

6. Final Steps

Once the effective date and time for an approved change has elapsed, the DAS Change Coordinator will follow up with the requester, asking if the change was completed without incident. When the requester responds, the DAS Change Coordinator will update the [Change Request Spreadsheet](#) with the feedback provided by the requester. The status of all Change Requests is kept updated on this spreadsheet. The spreadsheet is submitted to the webmaster every Thursday afternoon, following the SDC Change Board conference, for posting to the web.