

IS Change Management Overview

- [Purpose](#)
- [Composition of the CMC](#)
- [Production Environment](#)
- [Meeting Schedule](#)
- [Guidelines for Weekly Discussion](#)
- [Emergency Approvals](#)
- [CMC Administration](#)
- [Future Areas for Expansion](#)
- [Change Management Flow](#)

Purpose

The official purpose of the Information Services Change Management Committee (CMC) is to provide dependable Production Support for end users and network services, as well as to ensure that information is available in order to support daily operations and management decision-making. This is accomplished at CMC Meetings by:

- Communicating current/upcoming changes.
- Discussing issues affecting specified areas.
- Approving/disapproving changes (Required documents that must be completed for CMC signoff includes Project Initiation/Change Management Form, Test Scripts, and Certification Signoff.)
- Following up on approvals from prior week, as well as emergency approvals that occurred during the week.
- Updating/status review of calendar.

[Return to Top](#)

Composition of the CMC

Currently, the CMC is comprised of multiple members of the various IS Departments. This group holds a weekly meeting in order to review the possible impact of any proposed technological changes to the Production environment.

Attendance is mandatory for all Managers, in order to allow the CMC to make effective decisions. (The Required Attendees have a * preceding their name.) **NOTE:** If a Manager can not attend, then they must delegate another attendee that will be able to make informed decisions for the absent Manager. Other IS Team members are invited to attend, if they believe their work areas are impacted by a proposal, and would like to add input.

Current Members of CMC (As of 2/1/20XX)

Attendee	Area
*Director (Facilitator)	IT

*Administrative Assistant	IT
*Manager	AD-Applications
Business Analysts(s)	AD-Applications
*Manager	AD-Database
Programmer(s)	AD-Database
*Manager	AD-Facets
Project Manager	AD-Facets
*Manager	AD-QA
*Manager	CMD
*Manager	IT-Telecom
*Manager	IT-Network
*Manager	IT-OPS

[Return to Top](#)

Production Environment

The Production environment includes the following:

Facets	Sybase
Data Warehouse	Platinum
Maccess	Avenue
Asterion	HW & SW Upgrades/Maintenance

By reviewing changes prior to implementation, we can minimize downtime of the Production environment systems. This improves our ability to serve out internal and external clients.

[Return to Top](#)

Meeting Schedule

Weekly meetings of the CMC occur every Wednesday, from 11AM-12 Noon.

[Return to Top](#)

Guidelines for Weekly Discussions

Inform

- The CMC will be informed of changes made to production as soon as the sponsor knows of a change to be made
- ISQA must approve all changes going in production, regardless of whether CMC is informed.
- Manager is accountable for decisions made not to inform CMC of changes, fixes, updates etc. that may adversely impact production.

- ISQA and System Operations may approve emergency changes between scheduled CMC Meetings.

Document

- Responsible department must present future changes with minimal documentation; as an FYI, 2 – 3 weeks prior to the “Go Live” date.
- CMC documents will be reviewed (presented) by the committee as soon as a “Go Live” date is known (exact date is optional).

Calendar

- CMC members are responsible for updating information documented on the calendar, on a regular basis.
- Changes should be documented on the CMC calendar prior to the next meeting, following notification to the committee.

Calendar Format

- **Changes with “Go Live” dates going into Production** – This section of the calendar will list changes by “Go Live” date.
- **Changes informational** – This section will list undocumented changes going into production at a later time with an estimated “Go Live” calendar month or TBD.

Approval

- CMC Form must be submitted (with all the required checks completed) to the committee for approval at the meeting, just before the “Go Live” date.

Agenda Items

- Action List = Items that needed follow-up by any member of the CMC prior to approval.
- Items Approved = Status of the items that were approved by CMC and moved into production. (Did the run go well? Was it successful?) These Follow-up items will stay on the list for one week, unless otherwise specified.
- Emergency Approval = Urgent items that must be implemented into production before the next scheduled CMC.
- Items to be Approved = Items that have gone through testing and all signatures have been collected and ready to move into production. **THIS IS DIFFERENT THAN CALENDAR.**
- Calendar = Items that are upcoming and need to be reviewed by the CMC for FYI purposes.
- Pending Approval Items = Items that were "items to be approved" but additional information received required additional work/research.

Agendas are always distributed via e-mail, prior to the meeting. Meeting minutes are located in the G:\Change_Management directory. Members are expected to

attend meetings of the CMC, unless notified in advance of the cancellation of the meeting.

[Return to Top](#)

Emergency Approvals

Occasionally, members of the CMC may have to approve changes that must be implemented prior to the next scheduled CMC Meeting. On an Emergency basis, the IT Operations Manager, IS QA Manager, and the Manager responsible for the change will meet to discuss emergency changes. The IS QA Manager will then communicate to the entire CMC any changes authorized, via e-mail.

[Return to Top](#)

CMC Administration

The Administrator for this group is assigned by the CMC Facilitator and handles the following items for the CMC:

- Add items to be approved to the Agenda for meetings. (Submit the CMC Forms to Ms. Smith as soon as you know the information, by Monday, 9AM.)
- Record and maintain attendance information as part of the Action List/Agenda.
- Approved Changes (including all completed CMC Forms) should be given to the committee 2 days prior to the next scheduled meeting, to allow committee members time to review prior to the next meeting.
- Send out an Action list to the committee members, based on agreements from the meeting and update the Calendar.

[Return to Top](#)

Future Areas for Expansion

Items that we envision will become part of the CMC:

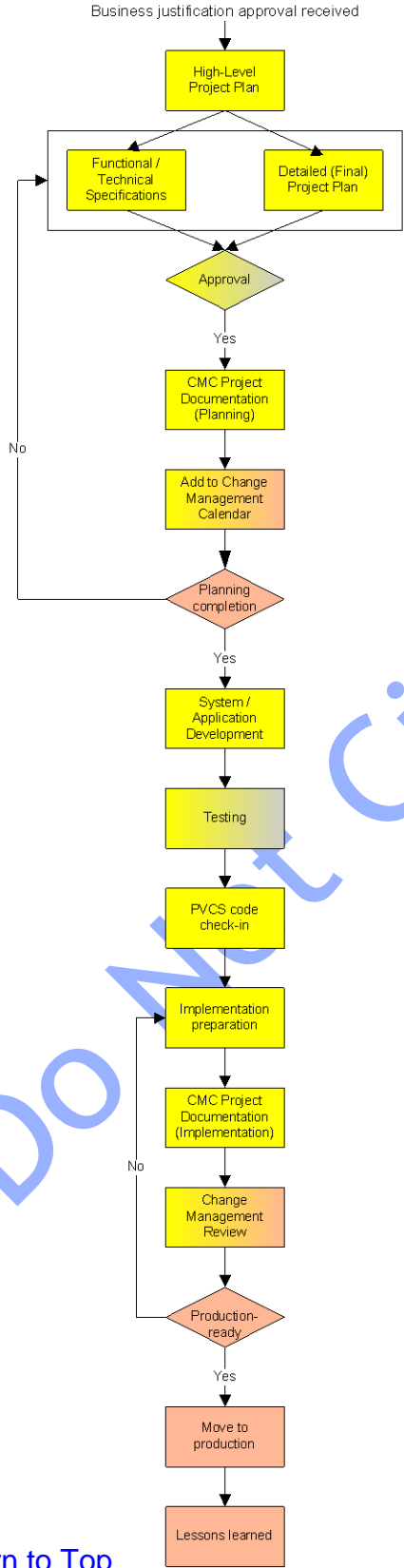
- Having fewer projects implemented, prior to receipt of full agreement by the CMC.
- Covering all areas of the company (currently, Customer Service is not included in the “Production Environment”).
- Ongoing review as to “What does Protection of the Production Environment involve?”
- Transitioning responsibility for CMC to the ISQA Team.

[Return to Top](#)

Change Management Flow

IS Change Management Process

Legend: Business/Config. Team
 IS Systems / Application Team
 IS CMC / QA Team



Basic project management plan includes:

- project and scope definition
- assumptions
- key deliverables
- required resources
- schedule
 - development
 - testing
 - user/client acceptance
 - training
 - implementation/deployment

Testing levels (plans and results), will depend on the type (custom code vs. vendor system), complexity, and mission-criticalness of the project.

- Unit/Functional Test
- Regression Test
- System Test
- Performance Test
- Integration Test
- End-to-end Test
- User Acceptance Test

[Return to Top](#)