

Support Services Change Control Request & Implementation Plan

Change Request

① Identification and Classification

<input type="checkbox"/> Planned Maintenance/Normal Maintenance Window 8 day notice required.	<input type="checkbox"/> Fast Track - Impact on business operations or short window of opportunity warrants approval before scheduled Global Change Control Board meeting 24 hour notice required	<input type="checkbox"/> Emergency Change - Restoration of Service. Immediate Need.
Date <input style="width: 100%;" type="text"/>	Work Order # <input style="width: 100%;" type="text"/>	Service Request # <input style="width: 100%;" type="text"/>

Application Name: _____

- Change Category:
- I - Information:** Service Level Objective modification, methods & procedures, etc.
 - 1 - Routine:** no user impact, low risk, standard maintenance window, etc.
 - 2 - Service Level at Risk or Affects External System(s)/Application(s):** Possible user impact or may exceed maintenance window.
 - 3 - Service Level Affected or Will Require Coordination with Owner(s) of External Systems(s):** Extended window required - will affect meeting service level objectives.

Global Change Control #

Scheduled Start (date/time): _____

Scheduled Complete (date/time): _____

② Entry Criteria

Attachments

<input type="checkbox"/> Release Notes	Required for all software configuration items that are new versions, revisions, add-on modules, etc. For patches see <i>Build Analysis</i> below.
<input type="checkbox"/> Build Analysis	Required for all patches. Can be used in conjunction with or in lieu of release notes (see above).
<input type="checkbox"/> Installation Documentation	Required for all hardware implementations and upgrades and new applications, utilities and add-ons. Can be used in conjunction with release notes for software supporting hardware implementations (drivers, front-end utilities, diagnostics, etc.)
<input type="checkbox"/> Test Results	Required for all hardware and software configuration items.
<input type="checkbox"/> Operational Requirements	Required for all changes that (1) impose, or have the potential to impose, an extended maintenance window, (2) affect, or have the potential to affect, meeting service level objectives, (3) have a high risk of failure

③ Submitted by _____ Date _____

④ Review & Approval

Mandatory Review and Approvals	Name and Signature	Date
Application Owner		
Business Systems Manager/Technical Owner		
Support Services Application Support Coordinator/Change Control Coordinator		
Application Services Manager (for Fast Track and Emergency changes, or changes that have a risk factor > .5)		
Global Change Control Board Coordinator		

Implementation Plan of Action and Milestones

Implementation Supervisor:

Implementation Planning (Entry Criteria)						
Task	Scheduled Start Date & Time	Scheduled Complete Date & Time	Responsible	Expected Result	Quality Gate or Communication Checkpoint	Comments
Implementation Tasks						
Task	Scheduled Start Date & Time	Scheduled Complete Date & Time	Responsible	Expected Result	Quality Gate or Communication Checkpoint	Comments
Implementation Validation						
Task	Scheduled Start Date & Time	Scheduled Complete Date & Time	Responsible	Expected Result	Quality Gate or Communication Checkpoint	Comments
Post-Implementation Validation					Quality Gate	Post-Implementation Validation is attached to this plan.140
Implementation Release to Production and Exit						
Task	Scheduled Start Date & Time	Scheduled Complete Date & Time	Responsible	Expected Result	Quality Gate or Communication Checkpoint	Comments

Communications Plan

Notification method for planned maintenance/normal maintenance window changes: electronic mail.

Notification method for urgent and emergency changes: alpha pager and electronic mail.

Announcement Type	Addressees	Event or Date/Time to Make Announcement	Responsible for Sending	Announcement Text
Stakeholder Notification of Change	<ol style="list-style-type: none"> 1. Application Services Manager 2. Help Desk Services 3. Support Services Application Support Coordinator 4. BSM 5. Application owner 6. End users 7. ASA 8. Other identified stakeholders 	<p>Planned Maintenance/Normal Maintenance Window. Announcements will occur as follows:</p> <ol style="list-style-type: none"> 1. Upon approval by Change Control Board 2. 1 working day prior to implementation 3. 1 hour prior to implementation <p>Fast Track</p> <ol style="list-style-type: none"> 1. As soon as possible after review & approval 2. 1 hour prior to implementation <p>Emergency</p> <ol style="list-style-type: none"> 1. As soon as possible - target = at least an hour before implementation commences 	<p>Planned Maintenance/Normal Maintenance Window</p> <ol style="list-style-type: none"> 1. Change Control Coordinator 2. Change Control Coordinator 3. Implementation Supervisor <p>Fast Track</p> <ol style="list-style-type: none"> 1. Change Control Coordinator 2. Implementation Supervisor <p>Emergency</p> <ol style="list-style-type: none"> 1. Implementation Supervisor 	<p>What is the change? Why make the change? What date/time is the change planned to be implemented? What will be the impact of not making the change at the requested time? What will be the impact after the change? What actions do you (recipient of the message) need to take? Contact name and phone number for additional information.</p>
Stakeholder Notification of Checkpoints	<ol style="list-style-type: none"> 1. Application Services Manager 2. Help Desk Services 3. Support Services Application Support Coordinator 4. BSM 5. Application owner 6. ASA 7. Other identified stakeholders 	In accordance with implementation plan	Implementation Supervisor	Expected and observed results at checkpoint

Communications Plan (continued)

Announcement Type	Addressees	Event or Date/Time to Make Announcement	Responsible for Sending	Announcement Text
Go/No-Go Decisions	<ol style="list-style-type: none"> 1. Applicable parties identified in implementation and escalation plans (will always include application owner, BSM, ASA and Application Services Manager) 2. Help Desk Services 	In accordance with implementation plan.	Implementation Supervisor	Recommendation for proceeding or rolling back implementation and basis for recommendation. Conference dial-in number.
Deviation From Implementation Plan or Unexpected Result	<ol style="list-style-type: none"> 1. Per escalation plan (will always include application owner, BSM, ASA and Application Services Manager) 2. Help Desk Services⁹⁰ 	As soon as deviation or unexpected result occurs.	Implementation Supervisor	Synopsis of situation and recommendations. Conference dial-in number.
Roll-Back	<ol style="list-style-type: none"> 1. Per escalation plan (will always include application owner, BSM, ASA and Application Services Manager) 2. Help Desk Services 3. 	As soon as possible.	Implementation Supervisor	Reason why roll-back is required and estimated time to complete roll-back to previous state/version of application or system. Conference dial-in number.
Roll-Back Successfully Completed	<ol style="list-style-type: none"> 1. Members of escalation plan list for roll-back 2. Help Desk Services 3. Support Services Application Support Coordinator 4. End users 5. Other identified stakeholders 	Upon successful completion of all post roll-back validation steps	Implementation Supervisor	Change <description> to <application or system> was not successfully completed and the change has been backed-out. All users can now log into <application or system>. Please report any problems to Help Desk Services.

Communications Plan (continued)

Announcement Type	Addressees	Event or Date/Time to Make Announcement	Responsible for Sending	Announcement Text
Implementation Successfully Completed	<ol style="list-style-type: none"> 1. Application Services Manager 2. Help Desk Services 3. Support Services Application Support Coordinator 4. BSM 5. Application owner 6. End users 7. ASA 8. Other identified stakeholders 	Upon successful completion of post-implementation validation quality gate.	Implementation Supervisor	Change <description> to <application or system> has been successfully completed. All users can now log into <application or system>. Please report any problems to Help Desk Services.
<Additional Announcement Per Implementation Plan>				
<Additional Announcement Per Implementation Plan>				

Results

Planned start date/time:

Actual start date/time:

Planned completion date/time:

Actual completion date/start time:

Maintenance window was not was exceeded. Reason(s) if exceeded:

List of observed results that deviated from expected results (including roll-back) and reason(s):

Post-Implementation Review

A post-implementation review meeting will will not be held:

Date: Time:

Location and/or conference dial-in #

Mandatory Attendees:

Purpose: To review the implementation

Agenda:

1. Actual time to complete implementation vs. planned time.
2. Discrepancies between expected and observed results.
3. Lessons-learned.
4. Root cause analysis and elimination and/or process improvement plans [if applicable]

Length:

The post-implementation review is not expected to exceed _____ minutes.

Post-Implementation Review Meeting Notes

Attendees:

Synopsis:

Action items:

Action	Responsible	Due By