

## FERMILAB CHANGE MANAGEMENT POLICY

<b>Description</b>	The plan of action to direct and enforce management of change, in a controlled manner, to meet required levels of service.		
<b>Purpose</b>	Provide direction and enforcement for Change Management performance in accordance with the Change Management Process and set of procedures.		
<b>Applicable to</b>	<i>Computing Division ISO/IEC20000 initiative</i>		
<b>Supersedes</b>	N/A		
<b>Document Owner</b>	<i>Change Manager</i>	<b>Owner Org</b>	<i>Computing Division</i>
<b>Effective Date</b>	<i>9-22-2010</i>	<b>Revision Date</b>	<i>9-21-2010</i>

## VERSION HISTORY

<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Change Summary</b>
1.0	11/18/09	David Whitten – Plexent LLP	Initial document
2.0	03-03-2010	Marcia Teckenbrock	Format Changes
3.0	9-21-2010	Michael Kaiser	Included ISO20K shall statement

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## 1.0 Goal

The Goal of Fermilab's Change Management process and procedures is to accomplish the following:

- Utilize standardized methods and procedures to process Requests for Change (RFCs) efficiently, effectively and in a timely manner.
- Minimize the impact of Change related incidents and problems
- Reduce the number of backed-out and failed changes
- Increase the number of changes Fermilab can absorb without adverse impact
- Respond quickly to changing Lab requirements
- Enable the Computing Division to swiftly address customer dissatisfaction
- Allow the Lab to rapidly respond to changing regulatory and compliance requirements
- Minimize the exposure to risk

## 2.0 Scope

The scope of Change Management covers changes to Services and Configuration Items across the entire Service Life Cycle as dictated by Configuration Management

Changes that lie outside the scope of the Change Management process include:

- Organizational changes
- Changes to assets not documented within the Configuration Management Database (CMDB)
- Support groups and their respective configuration items that are currently not part of Change Management as approved by the CIO. (Not yet on-boarded to Change Management)
- Changes identified by support teams that are considered part of their day-to-day duties ("work"), as negotiated and agreed between the support team and change management.
- Emergency Changes governed by other plans such as the Computer security plan.

## 3.0 Policy

Change Management shall be performed in accordance with the established Change Management process and set of procedures.

- The process and procedures shall cover:
  - Recording and Acceptance
  - Classification
  - Authorization
  - Coordination and Development
  - Approval
  - Evaluation
- Service and infrastructure changes shall have a clearly defined and documented scope.
- All requests for change shall be recorded and classified, e.g. urgent, emergency, major, and minor.
- Requests for changes shall be assessed for their risk, impact, and business benefit.

- The change management process shall include the manner in which the change shall be reversed or remedied if unsuccessful.
- Changes shall be approved and then checked, and shall be implemented in a controlled manner.
- All changes shall be reviewed for success and any actions taken after implementation.
- There shall be policies and procedures to control the authorization and implementation of emergency changes.
- The scheduled implementation dates of changes shall be used as the basis for change and release scheduling. A schedule that contains details of all the changes approved for implementation and their proposed implementation dates shall be maintained and communicated to relevant parties.
- Change records shall be analyzed regularly to detect increasing levels of changes, frequently recurring types, emerging trends, and other relevant information. The results and conclusions drawn from change analysis shall be recorded.
- Actions for improvement identified from change management shall be recorded and input into a plan for improving the service.
- Emergency Changes as defined by the respective support teams and negotiated with Change Management will follow the Emergency change process as outlined in the Fermilab Change Management Process and Procedures document
- All changes within scope are required to follow and are subject to the authority of the Change Management process
- Every Change in scope is documented as a Request For Change (RFC) in the Change Management System
- All Changes to existing Configuration Items that are not yet in the CMDB, must be put in the CMDB in conjunction with their maturation of the Change Process for their respective support groups
- There will be impact and risk evaluation of all non-Standard RFCs. For Standard Changes (Normal Pre-approved), the impact and risk assessment are considered as part of the initial review of the Standard Change and approved by the Change Manager, therefore, all Requests for Changes will normally contain the following:
  - A Back-out Plan
  - A Test Plan
  - Risk Assignment
  - Implementation Plan
  - Communication Plan

**Note:** Change Manager has the authority to determine the specific above items required and to adjust the level of detail in the above items.

- Change Management can adjust the category, risk, impact, urgency, and priority of the change based on judgment and experience.
- The Change Manager may require a separation of duties between the development teams and the implementation teams based on Change Management's judgment and experience.
- Standard Changes (Normal Pre-approved) will need to have Change Manager Approval in order to proceed as a recognized standard, pre-approved change.
- Completed RFCs will be kept on file for the minimum of one year
- The Change Management process itself is subject to this policy
- Change Management will follow the Continuous Improvement Plan for the Computing Division
- Unauthorized Changes detected by the Change Manager will be reported to management

#### 4.0 CAB composition

The CIO appoints standing CAB (Change Advisory Board) Members. The Change Manager will consider the advice of the CAB members. A quorum exists when 2/3rds of the standing CAB members or their respective alternates are present. The Change Manager may choose to cancel a CAB meeting if a quorum does not exist.

- Other CAB Attendees
  - Individuals or their delegates representing their respective changes
    - Individuals may also bring technical representatives to answer details of the Request for Change
  - Service Delivery Manager(s) representing their services
  - Individuals invited under the by-laws of the CAB

#### 5.0 Enforcement

Individuals who violate this policy may be denied access to laboratory computing and network facilities and may be subject to further disciplinary action depending on the severity of the offense.

#### 6.0 Associated Documents

SUPPORTING DOCUMENTS		
Document Name	Description	Relationship
Fermilab Change Management Process and Procedures	Process Flow	Process
Fermilab Change Management Policy	This document	Policy

## 7.0 Definitions

<b>TERMS AND DEFINITIONS</b>	
<b>Term / Acronym</b>	<b>Definition</b>
Normal Service Operation	Service operation within Service level agreement (SLA) limits.
Change	The addition, modification, or removal of approved or supported hardware, network, software, environment, system, desktop build, or associated documentation.
CAB (Change Advisory Board)	A group of individuals who advise the Change Manager on the implementation of changes.
SLA	Service Level Agreement - A written agreement between a service provider and Customer(s) that documents agreed service levels for a service.
Forward Schedule of Changes	A Schedule that contains the details of all approved changes and their proposed implementation dates.
(RFC) Request for Change	A request for change to any component of an IT infrastructure or to any aspect of an IT Service.
Service Request	A Service Request is a request that does not require a change to the infrastructure. (i.e.; for example, a request for information, a request for a password change, a request for printed output, office application documentation, etc.).
Standard Change (Normal Pre-approved)	A relatively common change to the infrastructure that follows an established path and has been proven to impart little or no risk on the infrastructure or user community.