

Collaboration Tools Suite Change Risk Classification Guidance

This document provides guidance for determining the risk associated with a change. Within Change Management, the level of scrutiny of a change is a function of its risk.

1. Work

Day-to-day work is made up of very low risk activities. Day to day work is not tracked and entered into the Change Management System. Work can be performed at any time and is not restricted to normal maintenance windows. *Work should be tracked via a ServiceNow Incident Ticket or Requested Item Ticket.* Changes governed by other policies (for example computer security incident response actions) are not governed by Change Management and are therefore considered work.

Approval Required: **None**

Guidance: Work includes changes to process and policy documents that are editorial in nature and do not materially affect decisions. Changes to data and system configuration, which come about through normal operations of the system or which are manual but affect only small parts of the data or system, are also categorized as work.

Examples:

- System configuration changes
- User Requests
- Redirector reconfigurations

2. Standard Change

Standard Changes are low risk, routine changes to the production system performed according to a template.

Initial Approval Required:

Authorization to build
Approval to go live

Group Leader or Line Manager
Pre-approved

Final Approval Required:

Authorization to build
Approval to go live

Pre-approved
Pre-approved

Guidance: Changes to software of limited audience, function, and low engineering risk with little potential to embarrass the division/lab. Shall include database schema modifications where the old software version will work with new database schema. Administrative actions limited to data and configurations for one application.

Examples:

- Addition of new tables
- Addition of new columns to existing tables

3. Minor Change

Minor Changes are non-routine, low risk changes to programs or applications that have limited impact. Domain-specific judgment shall be used to identify minor changes.

Minor changes should pass the following risk screen:

- The staff reasonably expected to plan and implement a minor change have experience implementing equivalent changes.
- The change does not consume substantial people or technical resources, and those resources are expected to be available.
- There is high confidence that a back out plan can be developed and executed, if needed.
- The change is NOT directly responsive to an external requirement, such as a DOE requirement.
- The change does NOT significantly affect a large number of users, a large experiment, an important facility, or an important process or function of the laboratory. Changes completely supported by redundant and fault tolerant infrastructure of sufficient capacity need not be major.
- The change changes flow of money or tangible resources into or out of the laboratory at a level that does not exceed similar changes performed by the expected staff planning or implementing this change.

Minor Changes must be moved to production during the window that was approved by the Change Manager.

Initial Approval Required:

Authorization to build
Approval to go live

Department level Line Manager
Department level Line Manager

Final Approval Required:

Authorization to build
Approval to go live

Pre-approved
Change Manager

Guidance: Bug fixes to code, changes to code affecting only one of the ITIL processes, human factor refinements, or user interfaces. Verbiage changes to process, which are consistent with existing policy, and have a local impact on work practices that are either transparent to users or affect only a small set of users. Shall include reversible database schema modifications where the old software version will not work with new database schema and changes, which may affect client software. The change package shall include a script or written instructions, which can be used to reverse the database schema changes. This includes changes, which may require visible simultaneous downtime on all the redundant application servers.

Examples:

- Renaming tables, columns
- Changes to the relationships between tables

- Changes to the client API
- Changes caused by visible database downtime.

4. Major Change

Major Changes are high-risk program, policy, or application changes that typically affect a large user base or a significant set of users. All changes, which are not Work, Standard, Minor, or Emergency, are Major. Domain-specific Judgment shall be used to identify major changes.

Major Changes must be moved to production during the window that was approved by the Change Manager.

Initial Approval Required:

Authorization to build
Approval to go live

Department level Line Manager
Department level Line Manager

Final Approval Required:

Authorization to build
Approval to go live

Change Manager
Change Manager

Guidance: Major changes are upgrades to application software or its supporting packages, major configuration changes (environment- or application-specific), introduction of new storage media or software systems, and any other changes that affect most customers. Changes in the database which are difficult to reverse without restoring the database from the backup.

Examples:

- DB software version change.

Approved By: Michael Kaiser Change Manager
 Igor Mandrichenko Manager