



I.T. Change Management Why Bother?

November 12, 2015

Why do it?

The true intent of your I.T. Change Management process is to:

a) Pass an Audit

or

b) Mitigate Risk to the Business

Mitigate Risk to the Business through ...

- **Governance**

- Doing the right thing
- At the right time
- The right way

- **Forward Looking Visibility**

- Avoid technical conflicts with other changes
- Avoid resource conflicts with other changes

- **Backward Looking Visibility**

- Quickly correlate new incidents back to a change

Prerequisites to Success

- **Keep it simple**
- **Understand and market the value to be expected**
- **Procure buy-in from all stakeholders**
 - I.T. Leaders
 - Internal Audit
 - Business Leaders
- **Measure and report on the health of the process**

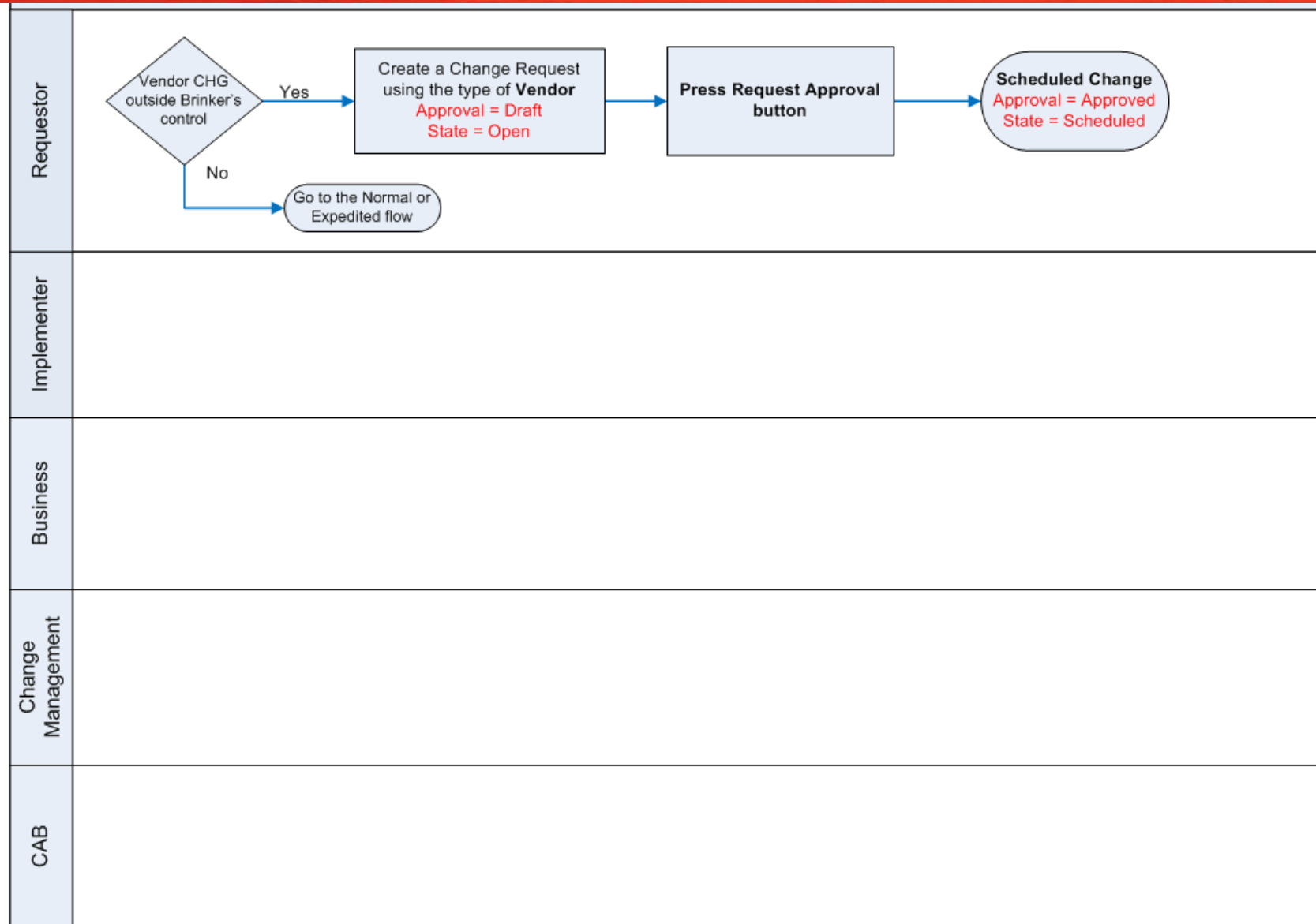
Keep it Simple - Example

ITIL Change Types	Our Change Types
Normal	Normal
Standard	Standard
Emergency	Emergency
	Expedited
	Vendor
	Unauthorized

Keep it Simple – Example using Emergency

- **Normal Change** – A planned change that has been submitted prior to the established cutoff time. This change will proceed through all prescribed steps of the change management process, including review by the Change Advisory Board (CAB).
- **Standard Change** – A change that has been pre-approved by the Change Advisory Board (CAB) and requires the use of the approved template when creating the change request. The characteristics of a Standard change are low risk, recurring, well practiced, predictable and highly successful. The risk of the change failing and the impact to the business are known. Standard changes require strict adherence to the approved attributes of the change, including but not limited to a) Install Plan, b) Rollback Plan, c) Validation Plan and d) Testing procedures. The pre-approved status is considered null and void should any part of the pre-approved story change.
- **Expedited Change** – A change resulting from an unknown need or insufficient planning, causing the change to be submitted after established cutoff times. Expedited Changes not having the opportunity to be discussed in the Weekly CAB Meeting will be presented for approval through the Expedited CAB process.
- **Emergency Change** – The sole purpose of the Emergency change type is to expedite the immediate restoration of service (ROS) to the business or the immediate prevention of a service outage. The prerequisite qualifications for the use of this change type are 1) an active open incident driving the immediate restoration an I.T. service is either currently down or 2) is in imminent danger of going down. Emergency changes are created from within the corresponding Incident record. ROS activities not being executed immediately must follow the Expedited change process.
- **Vendor Change** – This Change type is reserved for changes being executed by a vendor. Although Brinker I.T. does not play a role in governing whether or not the change can occur, the change activity warrants visibility. Because the only value in this change record is visibility, this change type will bypass the approval workflow.
- **Unauthorized Change** – There is never an acceptable use for this change type. All in-scope change activities identified as having bypassed the Brinker I.T. Change Management process will be registered within the change management repository after the fact, with a change type of Unauthorized.

Keep it Simple – Example using Vendor



Measure and Report on Health - Example

Desired Changes divided by ***Total Changes***

- Desired Changes = Change Types of ***Normal, Standard & Vendor***
 - That were completed successfully
 - And without any incidents related back to the change

Impact of Change to Incident to Problem

Change Management



Incident Management



Problem Management

Impact of Change to Incident to Problem

Change Management

Incident Management

Problem Management

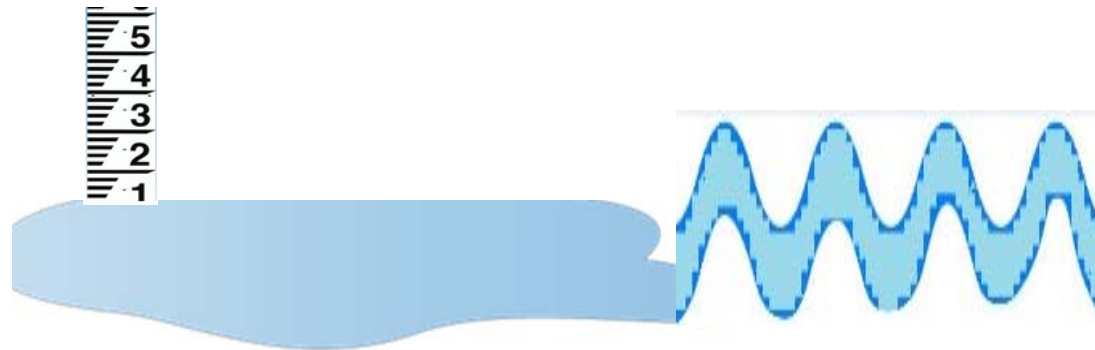


Impact of Change to Incident to Problem

Change Management

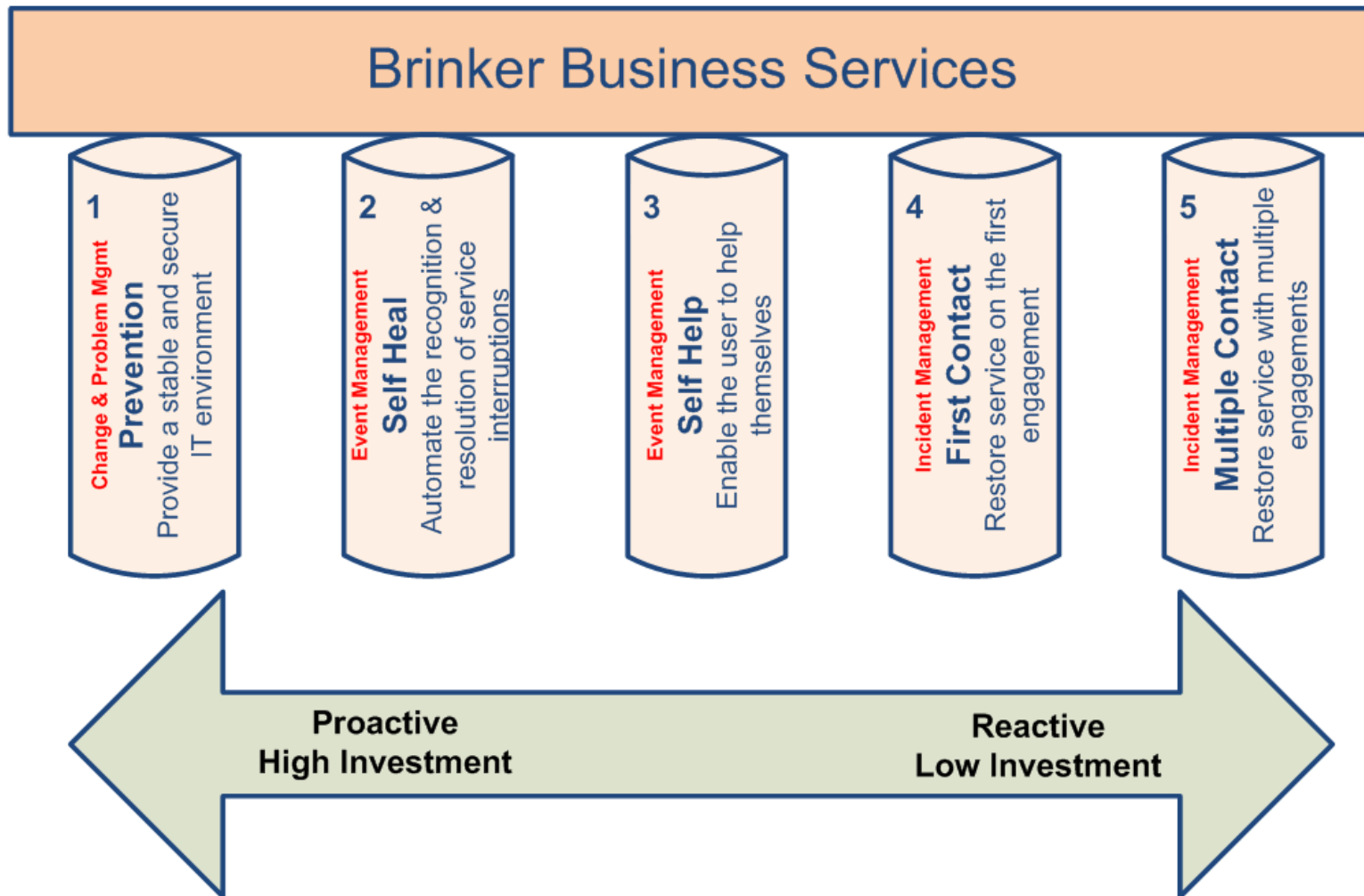
Incident Management

Problem Management



Where do we invest?

Five Pillars of Support



I.T. Change Management – Why Do It

Q & A

And

Closing Comments