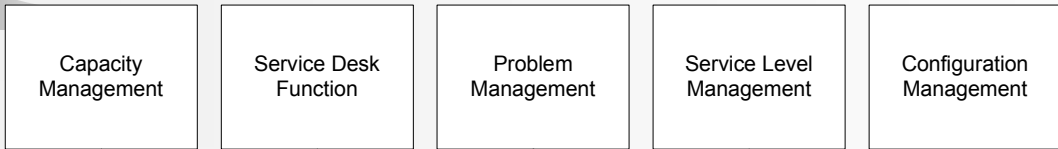


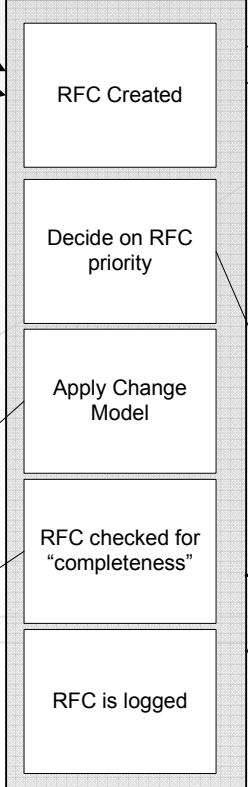
Change Management Process Flow



You can refer to these lines as "triggers". What factors would trigger an RFC?

Requests for Change (RFC) can come from a variety of process areas, also customers, the Service Desk, perhaps end users. The challenge of "who" in the organization can raise an RFC is outside the scope of this flow - but it must be defined.

This flow chart has a specific process focus, but also indicates where other processes contribute.



By pre-defining a variety of change models a lot of time is saved AND the chance for a consistent approach is enhanced.

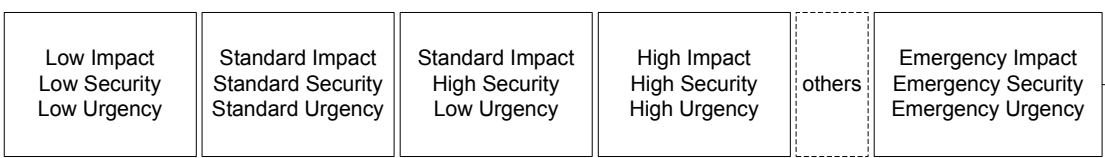
This is essentially a decision regarding urgency. The main outcome will be the speed of dealing with the change

The answer to "what" should an RFC contains is something that should be pre-defined. Create a matrix that will help to determine what type of change is being proposed (which Change model to use). The change model should define the input requirements for the RFC itself.

The boxes in the grey section represent the work that effectively takes place prior to the change being presented to the CAB members or the "Change approver" for consideration

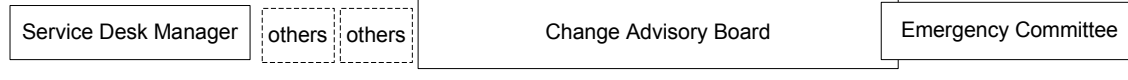
In this step the Change Manager can check that costing, impact, classifications, back out plans, affected infrastructure and a variety of other topics have been completed

Change Models shown are examples only



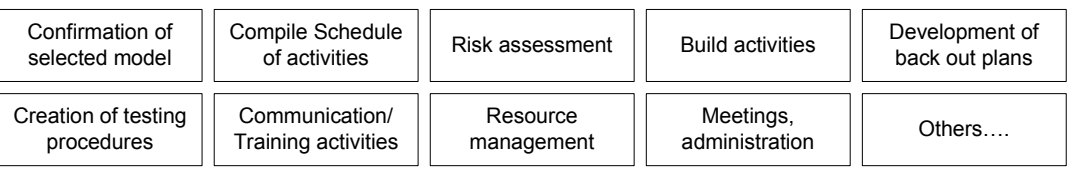
The naming convention and the criteria used as the basis to decide each change model is entirely dependant on the organization. The criteria could include (but not limited to) cost, numbers impacted, safety, time required, business opportunity, cost saving potential.

Change Approvals shown are examples only



Approved

Activities of the applicable model

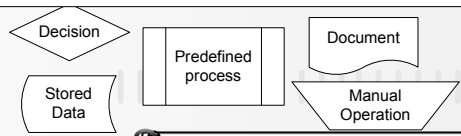


The activities defined in the "change model" are performed by functional teams or individuals with the appropriate skill. The process coordinates the activities to ensure all are completed, in appropriate order and within appropriate time frames..



Return to Change Management for Post Implementation Review (PIR)
(NB: The PIR need not be an extensive exercise)

Important note:
Internationally recognized flowchart symbols are used when their use is unambiguous



This flow chart prepared by The Art of Service as a representative example. Errors and Omissions Excepted