Government of South Australia

DPC/S4.45

ACROSS GOVERNMENT STANDARD

Change Process Management

Purpose

The purpose of this document is to describe the change process to be used by all SA Government agencies and suppliers when undertaking change management within the StateNet environment.

Scope

This standard applies to all South Australian (SA) Government Public Sector agencies, Suppliers and Office of the Chief Information Officer (OCIO) staff that are undertaking change within the StateNet environment (as defined in ICT Policy Statement 1 – Compliant Authorities).

Standard Detail

The OCIO Change Process will oversee the implementation of changes between the state, suppliers and agencies. This will impact, or potentially impact, more than one agency for the services as listed in the services catalogue.

All Windows Domain controller changes within the StateNet Trust Domain:

- Microsoft updates impacting the StateNet environment.

- Upgrades to different versions of Windows Operating Systems

- Commissioning or decommissioning of Windows Domain Controllers

- Any activity of change that will or could potentially impact a Windows trust connection

- Any activity of change that will or could have the potential to provide lateral movement opportunity

- Any outage, including scheduled reboots.

Change requests are raised to OCIO by suppliers and agencies.

Agencies may raise 'Information Only' changes. These changes are not performed on the StateNet infrastructure however issues may be identified with a potential to affect the StateNet infrastructure and may have impact on other agencies. Examples of 'Information Only' changes include planned building power shutdowns, changes to domain controllers and changes on the Justice network that may link into the StateNet network.

The change is raised in the OCIO Service Management Tool and undergoes several reviews and approvals.

The overarching record is 'owned' by OCIO.

Service Desk: The corresponding supplier is responsible for logging the change, actioning the work required, and communicating any issues to the appropriate person. The change is overseen, approved and reported on by the Across Government ICT Service Desk (AGSD) in OCIO.

Change Management Concepts

The ITIL definition of a change is 'the addition, modification or removal of anything that could have an effect on IT services'.

This process enables:

- Forward planning of resources and actions
- Communication between stakeholders
- Resolution of scheduling conflicts between stakeholders
- Endorsement of across government changes by agencies, OCIO and suppliers
- Mitigation of related risks
- Response to business needs and expectations in a flexible manner within managed timeframes.

Categories and Lead Times

Emergency

A change that must be implemented as soon as possible to resolve or prevent an incident.

Standard Change

A pre-authorised change that is low risk, relatively common and follows a procedure or work instruction. Standard changes are contractually defined between OCIO and suppliers and are out of scope of this process.

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Major, Significant and Minor Changes

	Impact		
	Minor	**Significant**	**Major**
Risk Profile	Minor Business Impact if implementation fails (P3)	Significant business impact if implementation fails (P1)	Major business impact if implementation fails (P1)
	Low probability of implementation failure (P3)	Significant probability of implementation failure (P2)	High probability of implementation failure (P2)
	Simple implementation (P3)	Difficult implementation (P2)	Complex implementation (P2)
	Moderate effort to back out (P3)	Significant effort to back out (P2)	Lengthy implementation and back out (P2)
	Previous successful similar installations (P3)	Similar changes done infrequently (P3)	Many co and prerequisite changes (P3)

The change category is used to determine the lead time prior to implementation. Lead time is the number of business days prior to implementation that the change must be submitted.

A change will be assigned a category of Major, Significant or Minor.

The OCIO Service Manager has the final say in assigning a change category.

Lead times are:

Major	10 Business Days
Significant	7 Business Days
Minor	3 Business Days

Endorsements

A checkpoint is established within OCIO to review and seek endorsement for changes that have been submitted. This is facilitated through the twice weekly Operational Review Meeting (ORM). The meeting, chaired by the OCIO Service Management Officer and comprising of agencies, suppliers and OCIO staff, reviews all scheduled Minor, Significant and Major Changes. The meeting function is to ensure that all parties can review and discuss changes that may affect agencies and/or suppliers. All relevant changes are tabled for review with the change submitter required to present details of their change.

The OCIO Service Management Officer will endorse tabled changes as appropriate.

Informational changes are presented via the change schedule which is published with the ORM meeting reports.

Major changes must be endorsed prior to implementation. All other changes require approval from the relevant service owners and agency representatives.

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For urgent changes where the lead time cannot be met, the change must be approved by the OCIO Service Owner prior to implementation. Endorsements by relevant agencies and suppliers should be obtained where possible. Justification for late change submissions should be provided to the OCIO Service Owner before approval is granted. The responsibility for obtaining approval sits with the change owner.
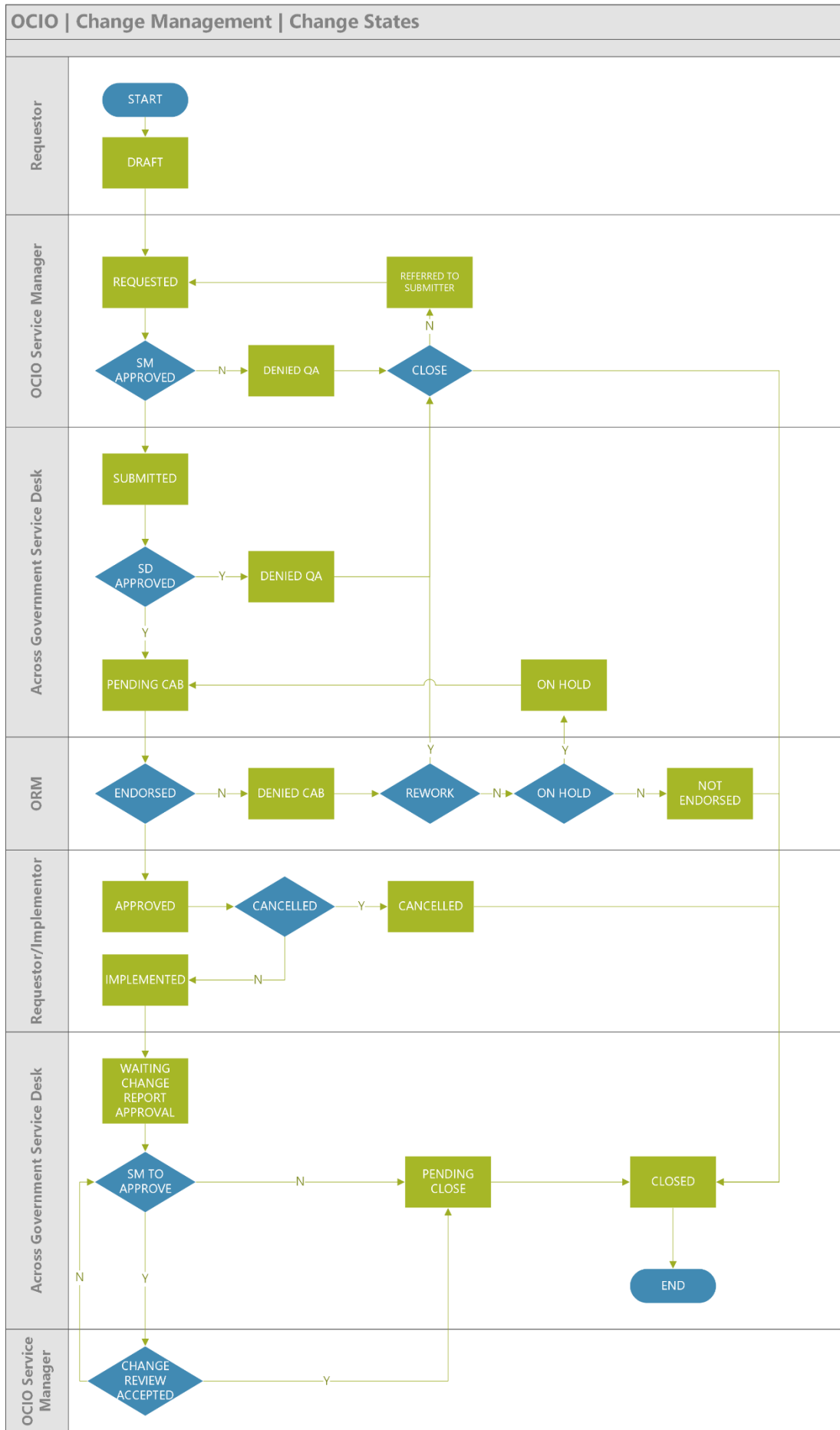
Scheduling and Rescheduling Changes

To assist in the planning of change implementation and to minimise scheduling conflicts, all changes that have been scheduled to occur in the future will appear on a change schedule. The change schedule shows all changes both endorsed and waiting endorsement. The change requester should review this schedule as part of the planning process to ensure there are no conflicts with other changes.

Any change that has been endorsed and requires rescheduling will be returned to draft status. The change requester will then need to recommence the planning and review phases, and will be required to undertake a second review/endorsement process as the updated time needs to be considered in the context of the change schedule and any other significant events occurring at the time.

Completion of Changes

The change status is moved to 'Implemented' in the OCIO Service Management Tool. A Post Change Report in the Tool must be completed within 24 hours of the change implementation. The AGSD or AGSD manager can approve the completion.

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OCIO | Change Management | Change States

Requestor

START → DRAFT

OCIO Service Manager

REQUESTED ← REFERRED TO SUBMITTER

SM APPROVED —N→ DENIED QA → CLOSE (N ↑ to REFERRED TO SUBMITTER)

Across Government Service Desk

SUBMITTED

SD APPROVED —Y→ DENIED QA

SD APPROVED —Y↓

PENDING CAB ← ON HOLD

ORM

ENDORSED —N→ DENIED CAB → REWORK —N→ ON HOLD —N→ NOT ENDORSED

REWORK —Y↑ (to CLOSE)

ON HOLD —Y↑ (to ON HOLD)

Requestor/Implementor

APPROVED → CANCELLED —Y→ CANCELLED

CANCELLED —N→ IMPLEMENTED

IMPLEMENTED

Across Government Service Desk

WAITING CHANGE REPORT APPROVAL

SM TO APPROVE —N→ PENDING CLOSE → CLOSED

SM TO APPROVE —Y↓

CLOSED → END

SM TO APPROVE —N↓

OCIO Service Manager

CHANGE REVIEW ACCEPTED —Y→ (to PENDING CLOSE)

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Roles and responsibilities

	Process Status	Description	OCIO Service Owner	OCIO Service Management Officer	Implementer/Requestor/	ORM
1	Draft	The change requestor selects the new change button: • The change is raised in draft status, which is visible only to the Requestor, and can be saved at any time • Required information is recorded in the change • When the requestor is satisfied the change is complete, the status is set to 'Requested', and the change saved • Any required data not completed will be flagged at this point • If the change meets data standards the status will be set to 'Requested' For Information Change: • Information Only changes will be automatically set to a submitted status. • A Service Management request for approval is generated.			X	
2	Submitted	Service Management review the approval: If Service Management (coordinator field) has **denied** the change: • The change status is automatically set to 'Denied QA' • An email is sent to the requestor advising denial • The Service Management Officer then sets the status to 'Referred to Submitter' • Additional explanation/requirements, are documented • Service Management may close the change at this point.		X		

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	Process Status	Description	OCIO Service Owner	OCIO Service Management Officer	Implementer/Requestor/	ORM
3	Refer to Submitter	After the Service Management Officer has denied the change: • The status is set to 'Referred to Submitter' • Additional explanation/requirements, are documented • An email is sent to the requestor with further explanation/requirements • The OCIO Service Management Officer may close the change at this point.	X	X		
4	Submitted	After the OCIO Service Management Officer has approved the change: • The status is set to 'Submitted'	X	X		
5	Approved	The CAB (actioned by Service Management) reviews the change and endorses the change: • The status is set automatically to 'Approved' • An email is sent to the requestor with advising CAB endorsement.			X	X
6	Cancelled	When the requestor decides to cancel a change: • The requestor sets the status to 'Cancelled' • An email is sent to the AGSD & Manager advising cancellation			X	

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	Process Status	Description	OCIO Services Owners	OCIO Service Management	Implementer/Requestor/ Change Coordinator	CAB
7	Implemented	The requestor: • Actions are noted in the Activity History of the Implementation task • When the implementation is complete the task is set to complete.			X	
8	Close	The Service Management Officer • Facilitates a final Change QA • Set status to 'Closed' The change is in a read only state and cannot be edited.		X		

Definitions

Term	Definition
Request for Change (RFC)	A formal proposal for a change to be made. It includes details of the proposed change
Change Record	A record containing the details on a change. Each change record documents the lifecycle of a single change

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