



Change Management V3

Purpose: To ensure standardized methods and procedures are used for efficient and prompt handling of all changes; all changes to service assets and configuration items are recorded in the Configuration Management System; and, overall business risk is optimized. (ST 4.2.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
CHG-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
CHG-V3-G-002 (OGC ISS 3.1.15)	RFC Control Does the tool control the ability to open, modify and close RFCs based on role? (To ensure that only authorized amendments are made.)
Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g. based on role, organization, location).	
CHG-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
CHG-V3-G-004 (OGC ISS 3.1.20)	Management Reports Does the tool produce reports from record detail captured? E.g.: total number of Changes over any given period, total number of active, closed, by category, by CI.
Provide an overview:	
CHG-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
CHG-V3-G-006 (OGC ISS 3.1.19)	Secure Audit Log Does the tool provide a secure audit log of all Change updates, resolution notes and who made them?
Describe:	
CHG-V3-G-007 (OGC ISS 3.1.13)	Escalation Does the tool support client-defined escalation?
Describe:	
CHG-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
CHG-V3-C-001 (OGC ISS 3.1.1)	Raise & Record Changes Does the tool automatically allocate a unique reference number for each RFC?
Describe (can include screenshots):	
CHG-V3-C-002 (OGC ISS 3.1.2)	RFC Date & Time Stamp Does the tool automatically apply the date and time to new/updated Change records?
Describe (can include screenshots):	
CHG-V3-C-003 (OGC ISS 3.1.16)	Monitoring & Tracking Does the tool support Change monitoring and tracking throughout its lifecycle? E.g.: that the Change is being assessed, has been approved, built, reviewed or has been closed. May include a reference to SLAs.
Describe (can include screenshots):	
CHG-V3-C-004 (OGC ISS 3.1.4)	Type of Change Does the tool recognize/handle Standard, Normal and Emergency types of Change? E.g.: does the tool handle separate process flow for each?
Describe (can include screenshots):	
CHG-V3-C-005 (OGC ISS 3.1.5)	Change Category Does the tool differentiate between minor, significant and major Changes?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
CHG-V3-C-006 (OGC ISS 3.1.8)	Change Approvers Does the tool support the identification of people who can approve Changes?
Describe (can include screenshots):	
CHG-V3-C-007 (OGC ISS 3.1.3)	Reject RFCs Does the tool support the ability to reject Changes and that this can be done by specified role only?
Describe (can include screenshots):	
CHG-V3-C-008 (OGC ISS 3.1.7)	CAB Responsibilities Can the tool accommodate the Change Management responsibilities of CAB members on a role by role basis?
Describe (can include screenshots):	
CHG-V3-C-009 (OGC ISS 3.1.6)	Priority Allocation Does the tool support client-defined business impact and urgency to determine the priority of Changes?
Describe (can include screenshots):	
CHG-V3-C-010 (OGC ISS 3.1.9)	Change Authorization Does the tool support the means to indicate, such as a check-box, that a Change has been approved?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
CHG-V3-C-011 (OGC ISS 3.1.10)	Change Assessment Does the tool support the assessment process? E.g.: client definable data for resources, technical, financial or business risks and benefits.
Describe (can include screenshots):	
CHG-V3-C-012 (OGC ISS 3.1.11)	Change Scheduling Does the tool provide a Change Schedule that has read/write access for the Change Manager and is read-only for other roles?
Describe (can include screenshots):	
CHG-V3-C-013 (OGC ISS 3.1.12)	Projected Service Outage Does the tool provide a PSO view or schedule?
Describe (can include screenshots):	
CHG-V3-C-014 (OGC ISS 3.1.14)	Back-out Plans Does the tool accommodate evidence that a back-out plan has been submitted and tested?
Describe (can include screenshots):	
CHG-V3-C-015 (OGC ISS 3.1.17)	Change Review Does the tool prompt when completed changes are ready to be reviewed and accommodate details about Change Reviews that have been carried out?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
CHG-V3-C-016 (OGC ISS 3.1.18)	Change Closure Does the tool show when a Change has been closed? Client-defined closure categories would be a helpful feature.
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
CHG-V3-I-001	Does the tool integrate with Incident Management to enable the creation and maintenance of the linked relationships between Incident Record(s) and associated Change Records?
Describe (can include screenshots):	
CHG-V3-I-002	Does the tool facilitate the communication of Change information and schedules that can be distributed to the Service Desk and user groups? E.g.: the use of email, change schedules and whiteboard communication methods.
Describe (can include screenshots):	
CHG-V3-I-003 (OGC ISS 3.1.22)	Problems & Known Errors Does the tool support the association of Problem and Known Error Records with RFCs?
Describe (can include screenshots):	
CHG-V3-I-004	Does the tool integrate with a Configuration Management System (CMS) / Configuration Management Database (CMDB) to enable the creation and maintenance of the linked relationships between Change Record(s) and associated Configuration Item (CI) Records?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
CHG-V3-I-005 (OGC ISS 3.1.21)	CMS Integration Does the tool have an integrated Configuration Management System to aid Change Management assessment and authorization?
Describe (can include screenshots):	
CHG-V3-I-006	Does the tool facilitate integration with Release & Deployment activities by supporting Release and Change workflow integration at the task and record level? E.g.: release activity scheduling and authorization through Change Management.
Describe (can include screenshots):	