

3. CHANGE MANAGEMENT

Topic/Question	
3.1	<p>Raise and Record Changes Does the tool automatically allocate a unique reference number for each RFC?</p> <p>----- -----</p>
3.2	<p>RFC Date and Time Stamp Does the tool automatically apply the date and time to new/updated change records?</p> <p>----- -----</p>
3.3	<p>Reject RFCs Does the tool support the ability to reject changes and that this can be done by specified role only?</p> <p>----- -----</p>
3.4	<p>Type of Change Does the tool recognise/handle standard, normal and emergency types of change? Eg, does the tool handle a separate process flow for each?</p> <p>----- -----</p>
3.5	<p>Change Category Does the tool differentiate between minor, significant and major changes?</p> <p>----- -----</p>
3.6	<p>Priority Allocation Does the tool support client-defined business impact and urgency to determine the priority of changes?</p> <p>----- -----</p>
3.7	<p>CAB Responsibilities Can the tool accommodate the ChM responsibilities of CAB members on a role by role basis?</p> <p>----- -----</p>

3.8	<p>Change Authorization hierarchy Does the tool support the formal documentation, in the CMS, of the change authorization hierarchy for approving changes?</p> <p>----- -----</p>
3.9	<p>Change Authorisation Does the tool support the means to indicate, such as a check-box, that a change has been approved?</p> <p>----- -----</p>
3.10	<p>Change Assessment Does the tool support the assessment process? Eg, client definable data for resources, technical, financial or business risks and benefits.</p> <p>----- -----</p>
3.11	<p>Change Scheduling Does the tool provide a change schedule that records all approved changes (including standard changes and changes using change models) with appropriate access control for the change manager - and clear communication to users, customers and support staff.</p> <p>----- -----</p>
3.12	<p>Projected Service Outage Does the tool provide a PSO view or schedule?</p> <p>----- -----</p>
3.13	<p>Escalation Does the tool support client-defined escalation?</p> <p>----- -----</p>
3.14	<p>Remediation Planning Does the tool require for every change authorisation presentation of evidence that a successfully tested backout or remediation plan is associated with the change to be authorised?</p> <p>----- -----</p>

3.15	<p>RFC Control Does the tool control the ability to open, modify and close RFCs based on role? (To ensure that only authorised amendments are made.)</p> <p>----- -----</p>
3.16	<p>Monitoring and tracking Does the tool support change monitoring and tracking throughout its lifecycle? Eg, that the change is being assessed, has been approved, built, reviewed or has been closed. May include a reference to SLAs.</p> <p>----- -----</p>
3.17	<p>Change Closure Does the tool show when a change has been closed? Client-defined closure categories would be a helpful feature.</p> <p>----- -----</p>
3.18	<p>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?</p> <p>----- -----</p>
3.19	<p>Secure Audit Log Does the tool provide a secure audit log of all change updates, resolution notes and who made them?</p> <p>----- -----</p>
3.20	<p>Management Reports Does the tool produce reports from record detail captured? Eg, number of changes closed over any given period, total number of active, closed, successful, failed, by category, by CI, by performing team; number of change proposals, RFC (assessments, assessment status), by change lifecycle stage, by requestor, by performing team; number of change reviews; change evaluation reports/interim reports; projected service outages; change schedule; CAB actions on RFCs by category, CI, requestor, performing team.</p> <p>----- -----</p>

3.21	<p>CMS Integration Does the tool have an integrated CMS to aid change management assessment and authorisation?</p> <p>----- -----</p>
3.22	<p>Problems & Known Errors Does the tool support the association of problem and known error records with RFCs?</p> <p>----- -----</p>
3.23	<p>Change Models Does the tool support the creation and use of change models for the management of changes?</p> <p>----- -----</p>
3.24	<p>Standard Changes Does the tool support the workflow associated with implementing standard changes?</p> <p>----- -----</p>
3.25	<p>Standard Changes Does the tool show standard changes in the change schedule?</p> <p>----- -----</p>
3.26	<p>Change Proposals Does the tool support the submission, analysis, design & scheduling of change proposals?</p> <p>----- -----</p>
3.27	<p>Change Proposals Does the tool accommodate the linking of change with its business case, risk and requirements documentation?</p> <p>----- -----</p>

3.28	Change Impact Does the tool support the understanding of the impact of the change (by reference to the CMS, SLAs and other information)? ----- -----
3.29	Service Change Does the tool ensure that the scope of a service change is documented? ----- -----
3.30	CAB Meetings Does the tool provide support for the CAB & eCAB process, including meetings? ----- -----