

6. CHANGE EVALUATION MANAGEMENT

Topic/Question	
6.1	<p>Raise an Evaluation Record Does the tool allow the addition of new records? This task would preferably be linked to the associated change record.</p> <p>-----</p>
6.2	<p>Data Input Can the tool take data from other processes for the purposes of evaluation? This should include change management and results from testing.</p> <p>-----</p>
6.3	<p>Customer Engagement Package Does the tool provide safeguards to help ensure that evaluations conform to policy?</p> <p>-----</p>
6.4	<p>Customer Requirements Can the tool capture the customer requirements with acceptance criteria?</p> <p>-----</p>
6.5	<p>Affects of Changes Can the tool record the intended and unintended affects of a change?</p> <p>-----</p>
6.6	<p>Factors to Consider Can the tool capture the key factors that can affect a change (book shows 8)? Includes people, purpose, resources and service provider capability.</p> <p>-----</p>
6.7	<p>Risk Assessment Does the tool assist with risk analysis and management assessments?</p> <p>-----</p>
6.8	<p>Risk Mitigation Can the tool record that any risk has been mitigated?</p> <p>-----</p>

6.9	Evaluation Reports Does the tool support the creation of reports for change management including a risk profile and deviations report? -----
6.10	Qualification/Validation Can the tool accommodate qualification and validation statements? -----
6.11	Lessons Learned Does the tool make provision for recording lessons learned and enable them to become part of future evaluations? -----
6.12	Evaluation Reports Does the tool support the creation of reports for change management and service change stakeholders including evaluation and interim evaluation reports, predicted performance, actual performance, risk profile and deviations reports? -----