



Change Management PinkVERIFY™

CHANGE	General Criteria
CHG-11-G-001	Does the tool use ITIL 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations? ----- -----
CHG-11-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role? ----- -----
CHG-11-G-003	Does the tool support designating fields as mandatory? ----- -----
CHG-11-G-004	Does the tool provide out-of-the-box reports and facilitate flexible (ad hoc) report generation? ----- -----
CHG-11-G-005	Does the tool facilitate the production of management reports from historical records? ----- -----
CHG-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities ----- -----
CHG-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress? ----- -----
CHG-11-G-008	Does the tool provide facilities within the tool database for archiving closed records? ----- -----



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CHANGE	Core Criteria
CHG-11-C-001	Does the tool automatically create a distinct and unique identifier and number for each Request For Change (RFC) / Change Record? ----- -----
CHG-11-C-002	Does the tool automate the date and time of the RFC logging and updating throughout the lifecycle of the Change Record? ----- -----
CHG-11-C-003	Does the tool have a field or fields to identify the status and to enable the monitoring and tracking of the lifecycle of a Change Record? For example, tracking a request for change through the different stages of approval, authorization, coordination, review and closure ----- -----
CHG-11-C-004	Does the tool facilitate the identification of the change type and associated workflow? For example: Standard, Normal, Emergency ----- -----
CHG-11-C-005	Does the tool facilitate the differentiation of Normal Changes? For example, Category 1 - Minor or Small, Category 2 - Significant or Medium, Category 3 – Major or Large ----- -----
CHG-11-C-006	Does the tool enable Normal Change type workflows for routing Change Records to defined roles for approval? For example: Category 1 – Change Manager, Category 2 - Change Advisory Board, Category 3 – IT Executive Board ----- -----
CHG-11-C-007	Does the tool facilitate the ability of authorized roles to reject Changes? For example, status of reject, ability to record reason for rejects notification to the Service and End Users ----- -----



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CHG-11-C-008	Does the tool have the ability to assign Change Advisory Board responsibilities to Change Management roles? ----- -----



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CHANGE	Core Criteria
CHG-11-C-009	Does the Change Record have impact, urgency and priority fields and factors which can be defined by an authorized user? ----- -----
CHG-11-C-010	Does the Change Record have a field or indicator that the Request for Change has been approved? ----- -----
CHG-11-C-011	Does the tool facilitate the recording of impact assessment information within the Change record in order to support the Change authorization process? For example, reference to configuration impact analysis and links to or attachments such as business and technical reviews and reports ----- -----
CHG-11-C-012	Does the tool facilitate authorized production and viewing of Change schedules? For example, build, testing, and implementation schedules ----- -----
CHG-11-C-013	Does the tool have the ability to coordinate the production and distribution of a projected service outage (PSO) view or schedule? ----- -----
CHG-11-C-014	Does the tool facilitate the recording of back-out plans, procedures and tests within the Change Record? ----- -----
CHG-11-C-015	Does the tool facilitate the scheduling of post implementation reviews for implemented changes after defined time interval? ----- -----



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CHG-11-C-016	Does the tool have a Change Record closure status which is distinct from the change implementation and change review status? ----- -----
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CHANGE	Core Criteria
CHG-11-C-017	Does the tool facilitate the creation and use of Change Models? ----- -----
CHG-11-C-018	Does the tool facilitate Standard Change workflows? ----- -----
CHG-11-C-019	Does the tool display Standard Changes in the Change Schedule? ----- -----
CHG-11-C-020	Does the tool facilitate Change Proposals and associated workflows? ----- -----
CHG-11-C-021	Does the tool accommodate the linking of changes with associated business case, risk, and requirements documentation? ----- -----
CHG-11-C-022	Does the tool facilitate access to and communication of the impact of a change by reference to the CMS, SLAs or other means? ----- -----
CHG-11-C-023	Can the tool require that the scope of a Service Change be documented in an RFC? ----- -----
CHG-11-C-024	Does the tool provide support for the CAB & eCAB proceedings and pre- and post-meeting workflows? ----- -----



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CHANGE	Integration Criteria
CHG-11-I-001	<p>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?</p> <p>-----</p> <p>-----</p>
CHG-11-I-002	<p>Does the tool facilitate the communication of Change information and schedules that can be distributed to the Service Desk and user groups? For example, the use of email, change schedules and whiteboard communication methods</p> <p>-----</p> <p>-----</p>
CHG-11-I-003	<p>Does the tool integrate with Problem Management to enable the creation and maintenance of the linked relationships between Problem / Known Error Record(s) and associated Change Record(s)?</p> <p>-----</p> <p>-----</p>
CHG-11-I-004	<p>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?</p> <p>-----</p> <p>-----</p>
CHG-11-I-005	<p>Does the tool integrate with a CMS / CMDB to facilitate access to CI attributes and relationships to enable change assessment and authorization? For example, relationships with other CIs including customers and facilities to show impact and risk; and attributes such as criticality to the business</p> <p>-----</p> <p>-----</p>
CHG-11-I-006	<p>Does the tool facilitate integration with Release and Deployment activities by supporting Release and Change workflow integration at the task and record level? For example: release activity scheduling and authorization through Change Management</p> <p>-----</p> <p>-----</p>