Activity Form Procedures

Required for all changes/activities which may result in an outage or significantly impact the customer.

1. Submit the Activity/Outage Form at:

   https://www.alaska.edu/oit/activities/submitActivity.xml

   Use the clone feature to create a new activity from a previous one.

2. Select "Internal OIT Status"

   Draft - Hidden from public view

   Pre-CAB - Appears in the Proposed Activities section and will be reviewed at next OIT CAB.

3. Log Activity/Change on the OIT Change Calendar. Verify that event was automatically copied to the OIT Change calendar.

4. Change Internal OIT Status to "Pre-CAB" when ready to schedule (for those set to draft)

5. Support Center updates Internal OIT Status to "CAB Reviewed" after the OIT CAB meeting.

   Only OIT Directors, Managers, Leads, and Support Center Analysts can modify the Internal OIT Status to "CAB-Reviewed" or "Distributed".

6. Support Center Distributes Notification to appropriate end users and updates Internal OIT Status to "Distributed".

   Changes will remain viewable by the public for seven days.

Keys to Success

- Fill out the activity form prior to 10:30 AM each Wednesday

- Verify activity status is set to Pre-CAB to ensure change is reviewed by CAB

- Ensure each department is represented at the CAB

- Plan ahead to minimize emergency outages

- Look ahead and communicate upcoming projects which may impact other departments

Key Players

Process Champion: CITO Staff
Process Owner: Kevin Jacobson
Project Manager: Toni Abbey
Change Manager: All Managers and Service Owners

More Information

For more informationplease visit:
www.alaska.edu/oit/about/reports/itsm-project-1

IT Service Management

PROCESS OVERVIEW:

Change Management

(PRE-Cherwell Tool Implementation)

Change Management

Overview

The objective of the Change Management process is to standardize the methods and procedures used throughout OIT to effectively handle all changes to OIT services. Change Management is intended to minimize the number and impact of incidents related to changes. Changes to OIT services may arise reactively in response to problems, proactively from seeking improved efficiency and effectiveness or in response to evolving business initiatives. Change Management aims to control the lifecycle of all changes while enabling beneficial changes to be made, with minimum disruption to OIT services.

Change management is composed of identifying and recording changes, assessing the impact, cost, benefit and risk of proposed changes, developing business justification and obtaining approval, managing and coordinating change implementation, monitoring and reporting on implementation, reviewing and closing change requests, and producing metrics used by management.

Benefits

- Reduce incidents
- Increase awareness and communication of changes across OIT
- Meet audit compliance standards
- Collect metrics and measure resources
- Improve coordination
- Decrease uncertainty
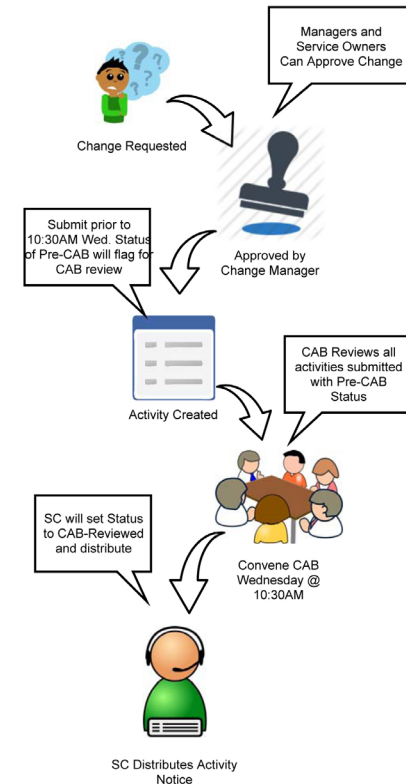- Formalized, repeatable workflows
- Improve understanding of risk

The OIT CAB

The function of the OIT Change Advisory Board (CAB) is to ensure all changes are communicated, coordinated, and appropriately scheduled. The OIT CAB is not an approval body but rather identifies and resolves scheduling conflicts. The CAB convenes each Wednesday at 10:30 AM. The members include all OIT Managers or designated proxy. Following the CAB, activity notifications are distributed to the relevant customer groups.

Who Can Approve?

All Managers have been appointed Change Managers. As Change Managers, they can approve all changes to services within their respective areas.

Process Summary

Change Requested

Managers and Service Owners Can Approve Change

Submit prior to 10:30AM Wed. Status of Pre-CAB will flag for CAB review

Approved by Change Manager

Activity Created

CAB Reviews all activities submitted with Pre-CAB Status

SC will set Status to CAB-Reviewed and distribute

Convene CAB Wednesday @ 10:30AM

SC Distributes Activity Notice

Types of Changes

Normal Change

A normal change refers to changes that must follow the complete change management process. A Normal Change is reviewed by the OIT CAB allowing them to provide advice regarding the proposed change.

Standard Change

Standard Changes are changes that are repeatable, occur frequently, and are proven to be low risk. A pre-defined workflow will be established, approved by the CAB and subsequently followed. Approved Standard Changes are not reviewed by the CAB.

Emergency Change

An Emergency Change is a change that must be introduced as soon as possible; for example, to resolve a Major Incident or implement a critical security patch. The Change Management Process includes a specific procedure for handling Emergency Changes.