# Change Process for OIT Web Site & Service Catalog

January 3, 2011

## Process (Web Site)

Change made by content owner via Roxen

↓

OIT Support Center notified via email of change

↓

Request for change (RFC) assigned to OIT – Site & Catalog group

↓

Change reviewed by catalog/web site team

↓

Change implemented in Roxen test instance (if applicable) then reviewed by customer

Notice sent to OIT Support Center and OIT Staff when appropriate

↓

Changed moved to Production

## Process (Service Catalog Index)

Change requested for specific Service Catalog Index

## Change Process (HPSM)

**Phase 1: OIT Site & Catalog Review**
Queue manager reviews and assigns RFC

If major change to service, approval from CITO staff required

Request left in Phase 1. Queue manager informs customer, sets risk assessment appropriately

**Phase 2: Completion/ Verification/Closure**
Change completed in test instance, verified by owner, and moved to production