ARIZONA DEPARTMENT OF ADMINISTRATION	STATEWIDE PROCEDURE	State of Arizona

1550PR - CHANGE CONTROL & MANAGEMENT PROCEDURE

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1. OVERVIEW

The purpose of this procedure is to provide instructions and best practices related to the associated Policy P1550: Change Control & Management Policy and Standard S1550: Change Control & Management Standard.

2. PROCEDURE

2.1 High Level Process Steps:

2.1.1 Based on defined roles and responsibilities, these are the high level process steps that changes will follow:

2.1.2 A need for a change is identified. Planning and coordination begins.

2.1.3 A change order is entered into the change tool and required fields are completed. Required documentation is added prior to the Change Advisory Board (CAB) meeting.

2.1.4 Approval at agency and business level is granted and entered into the Change Ticket or as an attachment.

2.1.5 The change ticket is reviewed by the Change Manager. If there are no issues, conflicts, missing items, the ticket is then ready for the CAB meeting and will appear on the CAB Meeting Agenda.

2.1.6 The change is reviewed and discussed at the CAB meeting. If no concerns are raised, the ticket is approved by the Change Manager and the change is implemented at the scheduled time.

2.1.7 A listing of approved changes (also called the Forward Schedule of Changes) is sent out after the CAB meeting.

2.1.8 Once the change is complete, the post testing evidence is attached and the change ticket is updated to reflect the appropriate closure code and the ticket is closed.

2.1.9 Change manager will confirm all past due changes are approved by the cab or reviewed and remediated with the change requestor.

2.1.10 It is the responsibility of the Change Implementer to coordinate cross-team communication, testing plans, and gain appropriate approvals prior to change submission. In the event that a vendor is the change implementer, the agency liaison for that vendor is responsible for adherence to the requirements of the Change Control Process.

2.2 Change Ticket Required Information:

    2.2.1 The following items will be required to be included in the change ticket for the change to be on the agenda and discussed in the CAB meeting:

        2.2.1.1 Risk based analysis – Prior to submitting a Change Request for approval, the risk assessment questionnaire must be completed.Priority – Priority is based on impact and urgency.

        2.2.1.2 Business request, justification, approval – The business request, justification and approval for the change are attached to the change ticket.

        2.2.1.3 Pre-implementation testing plan and evidence of successful testing - If pre-implementation testing is not available, specifically due to lack of a test environment, a statement to that fact must be included in place of the Pre-implementation test plan.

        2.2.1.4 Rollback plan – A rollback plan, including time frame, is required (a database change may take 15 minutes – restoring the entire database in the case of an issue may take many hours). Include cut off time for determining if rollback should start should issues arise.

        2.2.1.5 Post implementation testing plan – A post implementation testing plan is required, this may be the same as the pre-implementation test plan.

        2.2.1.6 Detailed outage and downtime information – Details such as who, what, when etc., of the outage for communications to customers are included in the ticket.

2.3 In addition to answering each of the above required items in the ticket, persons representing changes in the CAB meeting must be prepared to speak to the following four items during the CAB meeting:

    2.3.1 Change Impact

    2.3.2 Agency Justification and Approval(s)

    2.3.3 Detailed Back out and Verification Plans

    2.3.4 Pre and Post Implementation Testing Plans

2.4 CAB Meetings:

    2.4.1 Changes to be reviewed in the weekly CAB meeting need to be entered into the ticketing system no later than 12:00 PM on the business day prior to the meeting (12:00 PM on Wednesday prior to the Thursday meeting). Should the CAB meeting be rescheduled, changes will need to be in the ticketing system by noon on the business day prior to the meeting.

    2.4.2 The CAB meetings are held each Thursday starting at 9:00 AM.

2.5 Required items after the change is complete:

    2.5.1 Evidence of post implementation testing – Once the change is complete evidence of post implementation testing is attached to the ticket, or the closure code of "successful" indicates successful post implementation testing.

2.5.2 Ticket Closure – Once complete, the change ticket is closed with the appropriate closure code.

2.5.3 These items are included as either required fields within the ticket itself or as documents attached directly to the ticket.

3. DEFINITIONS AND ABBREVIATIONS

Refer to the PSP Glossary of Terms located on the ADOA-ASET website.

4. REFERENCES

4.1 A.R.S. § 18-104

4.2 Policy P1550: Change Control & Management Policy

4.3 Standard S1550: Change Control & Management Standard

5. LINKS

ASET Change Control & Management Policy page