SAN JOSÉ STATE UNIVERSITY | INFORMATION TECHNOLOGY SERVICES

Request for Change Procedure

Contents

Purpose

This document specifies the procedure for processing requests for information technology service changes. A change involves the addition, modification, or removal of anything that could have an effect on IT Services. Procedures are documented here for standard changes, normal changes, and emergency changes. The procedures have been developed in an effort to minimize the impact of changes to computing assets, reduce implementation risk, and document the results associated with requests for change.

Scope

This procedure shall be followed by all IT Services Staff and Department Technicians including but not limited to system administrators, programmers, network engineers, desktop support technicians, and others involved in administering, managing, or modifying any service, computer, device, program, component, system, or other configuration item that enables an IT or technology service offering.

This procedure applies to changes made to any IT service offering, configuration item, software application, and system. It can also apply to changes made to technical documentation. Refer to the SJSU-ITS Change Management Standard for information on planning and implementing changes into production.

Standard Change Procedure

A Standard Change is a pre-authorized change that is low risk, relatively common (routine), and follows a documented procedure or work instruction (i.e., iSupport template). Standard changes are pre-authorized and may be implemented immediately. Includes request for information or general assistance. Refer to the SJSU-ITS Change Management Standard for information on how to establish a Standard Change.

Procedural Steps

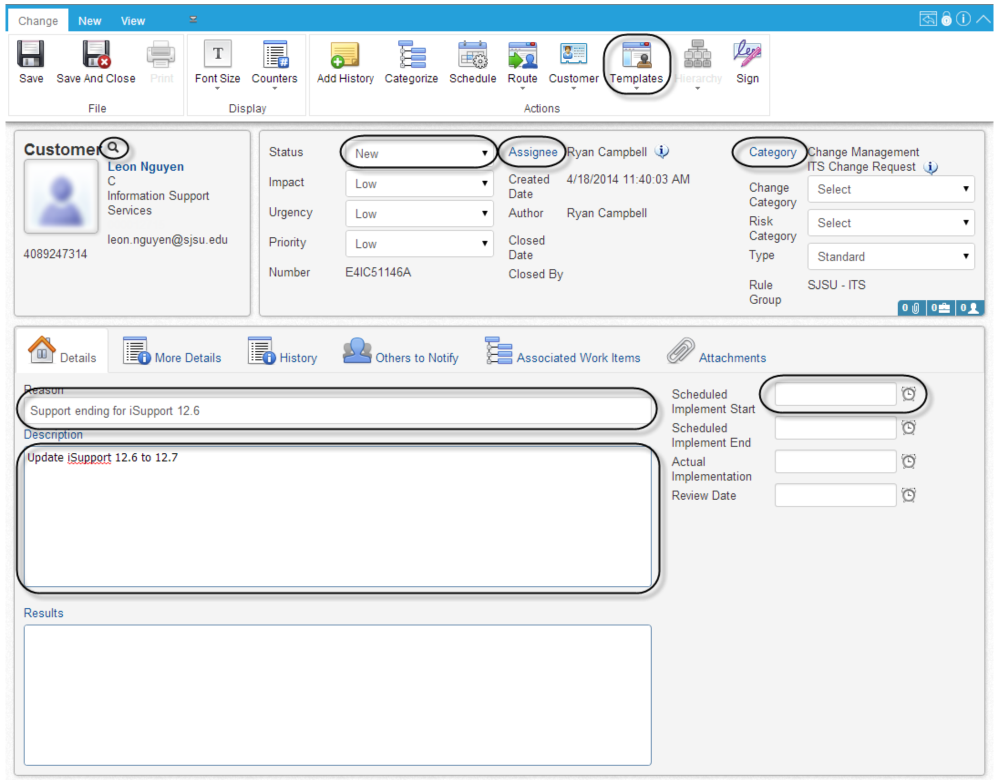
1. **Initiation** – The initiator will either complete the iSupport Change ticket or contact the ITS Help Desk or other person who has rights to complete a Change ticket in iSupport. The person completing the change ticket will:
    - **Template** – Select the appropriate template. The template should at minimum automatically assign the change ticket to the appropriate group and categorize the ticket
    - **Heading Information -** Complete fields in the Change ticket header section as shown in the following table
    - **Type** – Make sure to set the change type to Standard
    - **Automatic Notification Assignee** – If the template selected does not automatically close the ticket, the member(s) within the assigned group will be sent an email notifying them that the change request has been received
    - **Automatic Notification Customer** – If the template selected is configured to automatically set the ticket to implemented (closed), or the ticket is set to implemented (closed) manually, the customer will be sent an email notifying them that the change request has been received, authorized, and implemented
    - **Automatic Notification Others to Notify** – If the template selected does not automatically close the ticket, the reps or customers listed on the Others to Notify tab will be sent an email notifying them that the change request has been received

2. **Review & Assign –** the Service Owner, Change Manager, Unit Manager(s), or Unit Lead(s) of the group or team to which the change request was assigned will review the change request and assign the change request to the person who will be responsible to either perform the work or insure that the work is accomplished. Otherwise, one of the members within the assigned group will review the change request and assign themselves the change request and either perform the work or insure that the work is accomplished.
    - **Status** – Set the status to Assigned
    - **Assignee** – Select the person who is responsible to make sure the change is worked on and implemented
    - **Automatic Notification Assignee** – The assignee will be sent an email notifying them that the change request has been received
    - **Automatic Notification Customer** – Customer will receive an email notifying them that the change request has been received and assigned to a technician
3. **Implement -** Upon completion of the work and implementation of the change:
    - **Status** - Set the status to Implemented
    - **History** – Update history to reflect the work done and activities performed during the implementation of the change
    - **Results** – Describe the results of the implementation or implementation attempt of the change. Indicate why it was a success, failed, rolled back, or postponed
    - **Automatic Notification Customer** – Customer will receive an email notifying them that the change has been completed and implemented

Processing the Standard Change Ticket (iSupport)

1. Initiate the Standard Change

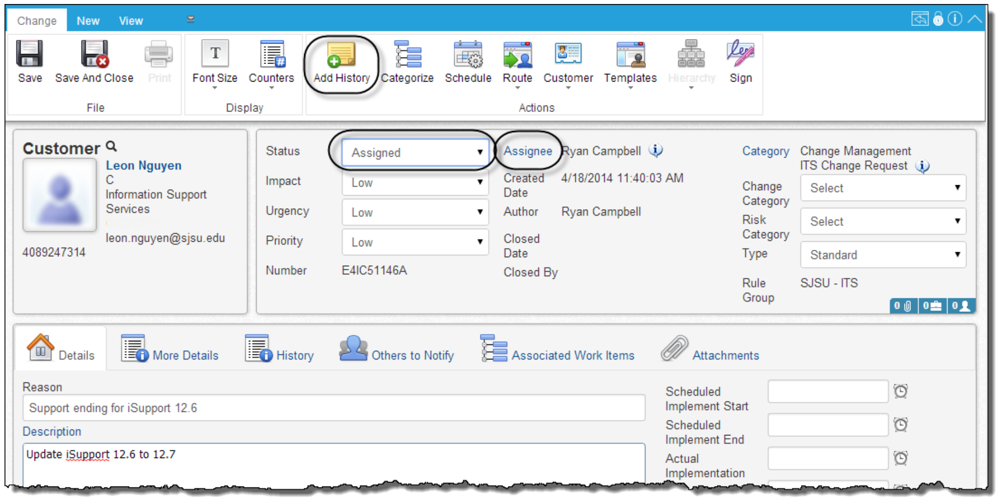
- **Customer:** Select the customer or user who requested the change
- **Template:** Select the template associated with the service change request
- **Status:** Leave status as New
- **Assignee:** Select the group to which the change is assigned
- **Category:** Select the appropriate category
- **Type:** Select the type of Standard
- **Scheduled Implementation Start:** Enter a scheduled start date and time (optional)
- **Reason:** Why – Explain the reason for the change or the expected benefit from the change
- **Description:** What Details – Provide the technical details of what service or system is being changed. Describe the scope of work associated with the change
- **Results:** Leave blank



2. Review and Assign the Standard Change

The Service Owner, Change Manager, Unit Manager(s), or Unit Lead(s) of the group or team to which the change request was assigned will review the change request and assign the change request to the person who will be responsible to either perform the work or insure that the work is accomplished. Otherwise, one of the members within the assigned group will review the change request and assign themselves the change request and either perform the work or insure that the work is accomplished.

- **Status:** Set the status to Assigned
- **Assignee:** Select the person who is responsible to make sure the change is worked on and implemented
- **History:** Click the Add History button and describe the work done to this point, what is needed to be done, or other information that will help the assignee get the change implemented

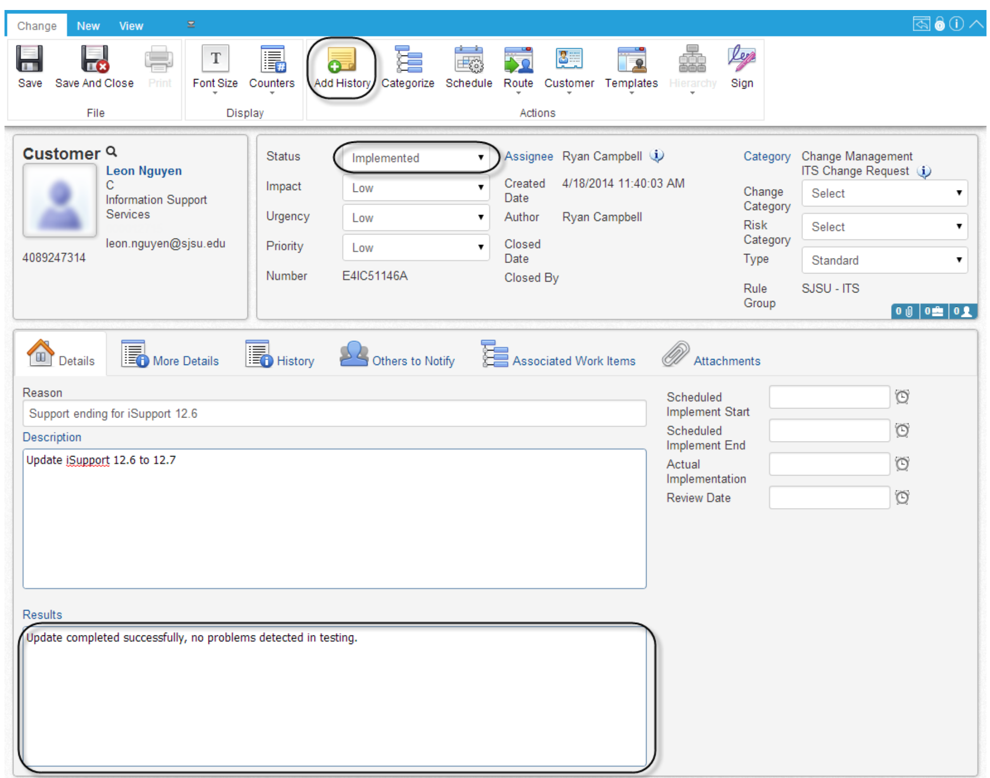


3. Implement the Standard Change

Upon completion of the work and the implementation of the change, update the change ticket as follows:

- **Status:** Set the status to Implemented
- **History:** Update the history section to reflect the chronology of the activity and work done
- **Results:** Describe the results of the implementation

Note: If the representative is able to complete the change request at the time of opening the ticket, the status can be set to Implemented and the ticket closed in the first step.



Normal Change Procedure

A normal change is any change that has not been defined as a standard change and is not an emergency change. It is a change that must be reviewed and authorized by the Change Manager under the advice of the Change Advisory Board (CAB).

Status Progression

1. New (open) [set by author of change request]
2. Assigned (open) [set by work unit sup/mgr/staff]
3. Reviewed (open) [set by Change Advisory Board (CAB) as optional part of review of change process]
4. Scheduled (open) [set by assignee doing the work as the way to ask the CAB to authorize the change to be implemented into production]
5. Authorized, Suspended, Declined (open) [typically set by CAB when considering implementation schedule; but may be set by work unit supervisor or manager]
6. Implemented (closed), Backed Out (open) [set by assignee who did the work]

Procedural Steps

1. **Initiation** – The initiator will either complete the iSupport Change ticket or contact the ITS Help Desk or other person who has rights to complete a Change ticket in iSupport. The person completing the change ticket will:
    - **Status** – Set status to New
    - **Type** – Set the change type to Normal
    - **Assignee** – Assign the change to the appropriate group
    - **Automatic Notification Assignee** – The assignee (member(s) within the assigned group or individual) will be sent an email notifying them that the change request has been received
    - **Automatic Notification Customer** – The customer will be sent an email notifying them that the change request has been received and is being reviewed
    - **Automatic Notification Other to Notify** – The reps or customers listed in the Others to Notify tab will be sent an email notifying them that the change request has been received
2. **Review & Assign** – The Service Owner, Change Manager, Unit Manager(s), or Unit Lead(s) of the group to which the change request was assigned will:
    - **Review the change request** – Details to determine the appropriateness of the request and who should facilitate or perform the work
    - **Assign** – The change request to the person who will perform the work. Otherwise, one of the members within the assigned group will review the change request and assign themselves the change request and perform the work

- **Status** – Set the status to Assigned
- **Automatic Notification Assignee** – Upon save with a status of Assigned, the assignee will be sent an email notifying them that they have been assigned a change request
- **Automatic Notification Customer** – Upon save with a status of Assigned, the customer will be sent an email notifying them that the change request has been assigned and is in process

3. **Perform Work** – The assignee performs the work and updates the appropriate fields in the change request, paying special attention to:

   - **Description** – Update the description for clarification if needed
   - **History** – Update the history with a log of the activity performed

4. **Request Implementation** – When the assignee is ready to implement, the work into production the assignee will:

   - **Status** – Set the status to Scheduled
   - **Scheduled Implementation Start** – Enter a Scheduled Implementation date and time (represents implementation process start date and time)
   - **Due** – Enter a Due date and time (represents implementation process end date and time)

5. **CAB Review** (Review of Scheduled) – The CAB will proactively review, via iSupport views, all Scheduled changes.

   - Note - The CAB review of Scheduled changes is required. Change Requests to be reviewed at the scheduled CAB meeting should be submitted by 3pm the workday prior to the meeting
   - **Status** (If Approved) – Change Manager will set the status to Authorized
   - **Scheduled Implementation Start** – When appropriate, the Change Manager will modify the scheduled implementation date and time
   - **History** – Change Manager will update History with an explanation of the reasons for the status and/or schedule change
   - **Automatic Notification Assignee** – Upon save with a status of Authorized the assignee will be sent an email notifying them of authorization to put the change into production
   - **Status** (If Not Approved) – Change Manager will set the status to either Suspended or Declined
   - **History** – Change Manager will update History with an explanation
   - **Automatic Notification Assignee** – Upon save with a status of Suspended or Declined the assignee will be sent an email notifying them that the change request has been suspended or declined
   - **Manual Notification Customer** – Service Owner or assignee contacts the customer to let them know of the decision to Suspend or Decline the change and the reason why

6. **Implementation Backed Out** – If the back out plan is executed, the assignee will:

    - **Status** – Set the status to Backed Out
    - **History** – Update the history with the reason for the back out and any other pertinent information and suggested next steps
    - **Change Manager Review** (Review of Backed Out) – The Change Manager will proactively review Backed Out changes and facilitate next steps

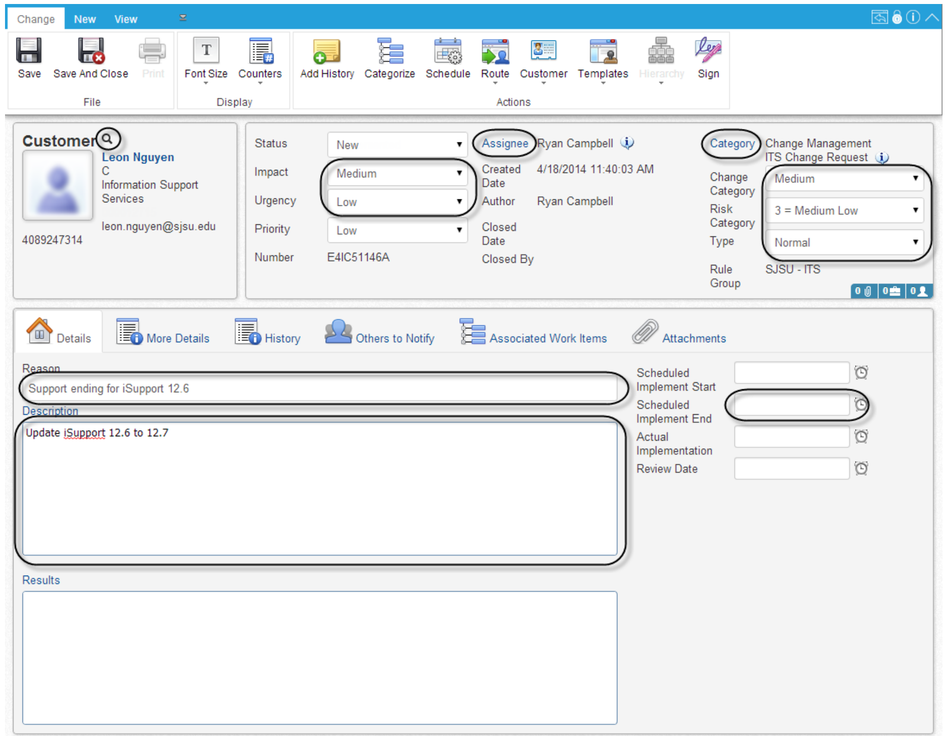
7. **Implementation Complete** – When the assignee completes implementation of the change, the assignee will:

    - **Status** – Set the status to Implemented
    - **Actual Implementation** – Enter the actual implementation date and time
    - **Automatic Notification Customer** – Upon save with a status of Implemented, the customer will be sent an email notifying them that the change has been implemented within production and the change request has been closed

Processing the Normal Change Ticket (iSupport)

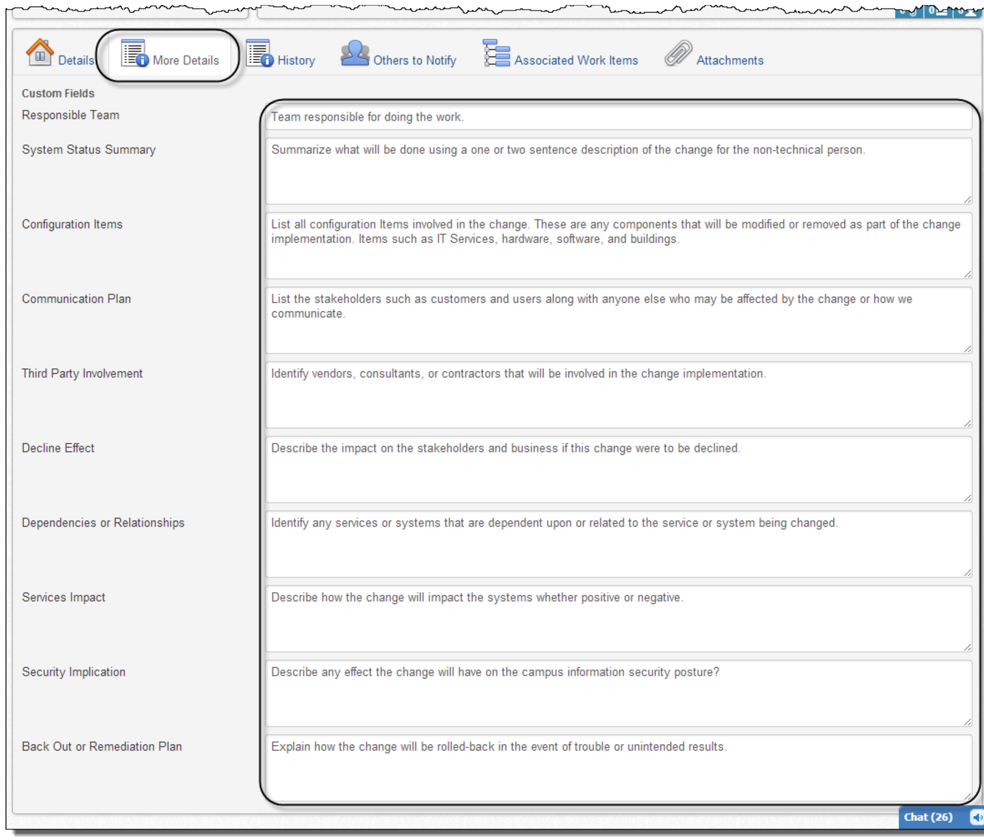
1. Initiate the Normal Change

- **Customer:** Select the customer or user who requested the change
- **Status:** Leave status as New
- **Assignee:** Select the group to which the change is assigned
- **Category:** Select the appropriate category
- **Impact:** Select the appropriate impact value
- **Change Category:** Set to match Impact
- **Risk Category:** Select the level of Risk
- **Type:** Select the type of Normal
- **Urgency:** Select the appropriate urgency value
- **Priority:** Accept the value that appears. This is a mapped value as a result of impact and urgency
- **Scheduled Implementation End:** Enter the date and time for which the customer requires the change be implemented on or before
- **Reason:** Why – Explain the reason for the change or the expected benefit from the change
- **Description:** What Details – Provide the technical details of what service or system is being changed. Describe the scope of work associated with the change
- **Results:** Leave blank



MORE DETAILS TAB

- **Responsible Team:** Group of people responsible for performing the work
- **System Status Summary:** Summarize what will be done using a one or two sentence description of the change for the non-technical person
- **Configuration Items:** List all configuration Items involved in the change. These are any components that will be modified or removed as part of the change implementation. Items such as IT Services, hardware, software, and buildings
- **Communication Plan:** List the stakeholders such as customers, users, and anyone else who may be affected by the change, and how the change will be communicated
- **Third Party Involvement:** Identify vendors, consultants, or contractors that will be involved in the change implementation
- **Decline Effect:** Describe the impact on the stakeholders and business if this change were to be declined
- **Dependencies or Relationships:** Identify any services or systems that are dependent upon or related to the service or system being changed
- **Services Impact:** Describe how the change will affect systems, whether positive or



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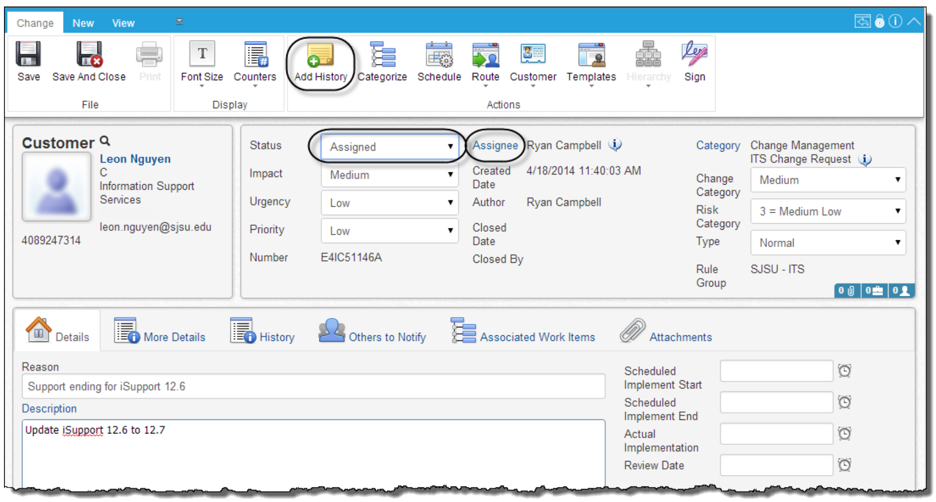
- **Security Implication:** Describe any effect the change will have on the campus information security posture
- **Back out or remediation plan:** Explain how the change will be rolled-back in the event of trouble or unintended results

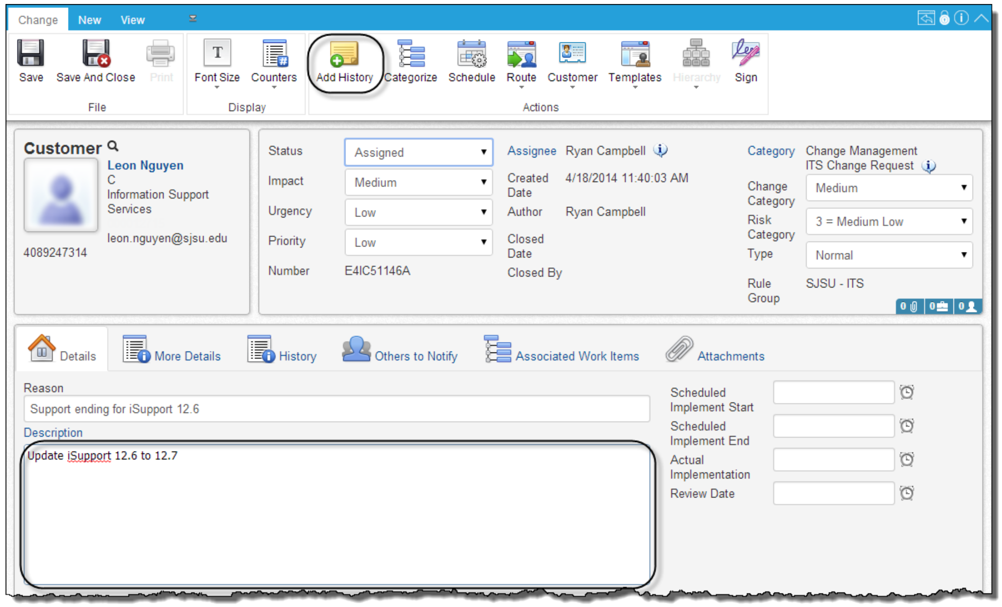
2. Review and Assign

- **Assignee:** Assign the change request to the person who will perform the work. Otherwise, one of the members within the assigned group will review the change request and assign themselves the change request and perform the work
- **Status:** Set the status to Assigned
- **History:** Update history with activity and work history



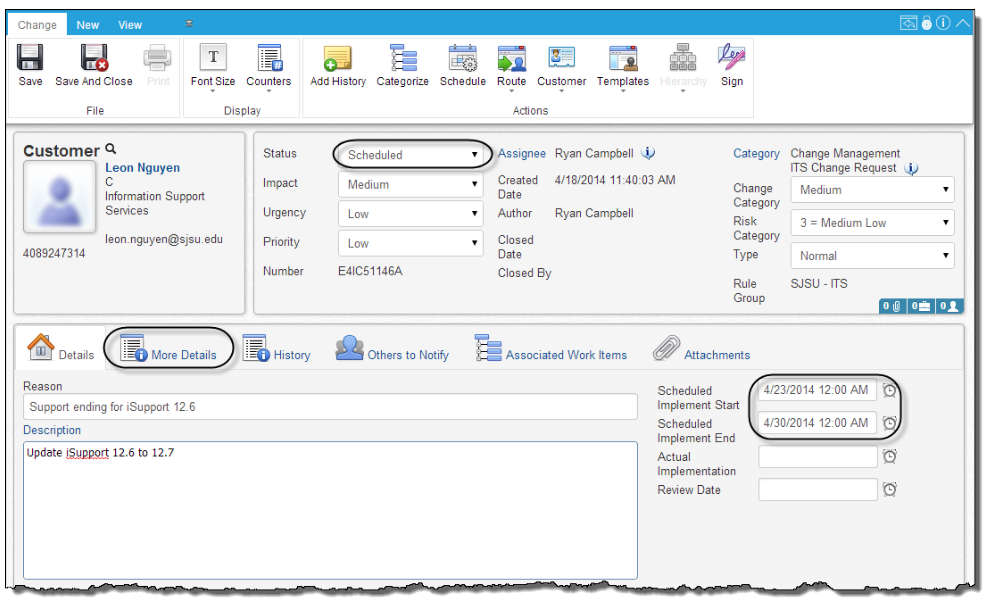
3. Perform Work

- **Description:** Update the description with clarification of the change if needed
- **History:** Update history with work activity



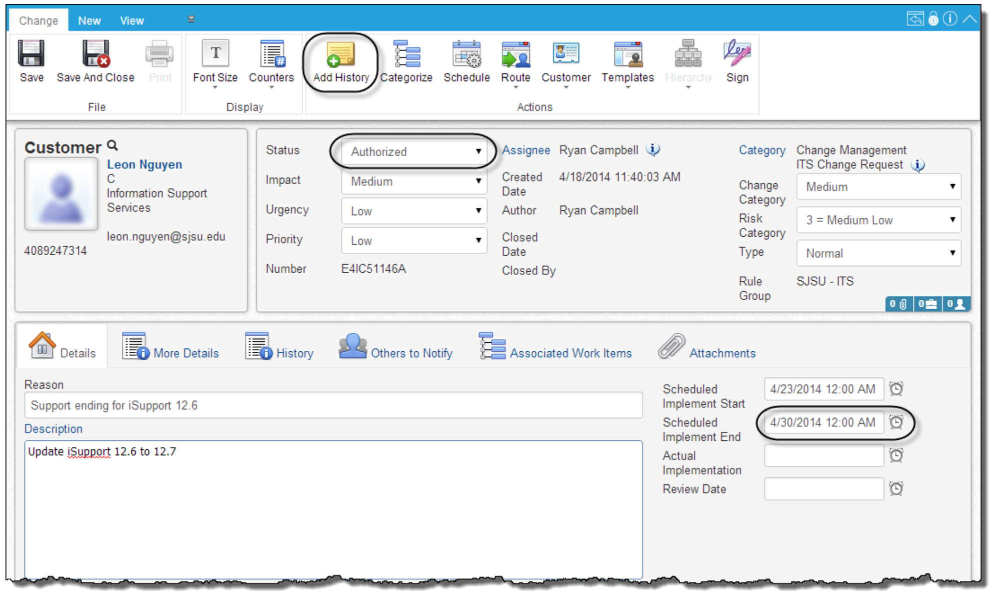
4. Request Implementation

- **Status:** Set the status to Scheduled. This will put the request for change into the CAB view for authorization consideration
- **Scheduled Implementation Start:** Enter a scheduled start date and time
- **Scheduled Implementation End:** Enter a due date and time
- **More Details:** Update fields as needed to make sure the Change Manager has all the information needed to make an informed decision regarding authorization



5. Change Advisory Board Review

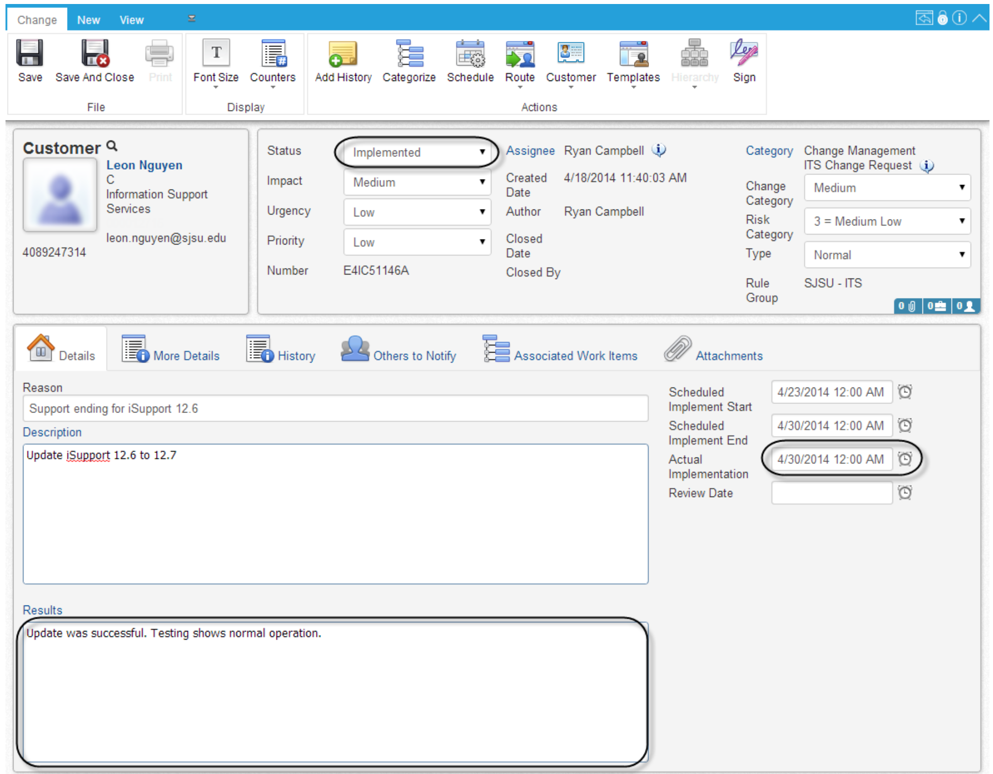
- **Status:** <u>If Authorized</u>, the Change Manager will set the status to Authorized
- **Scheduled Implementation End:** When appropriate, the Change Manager will modify the scheduled implementation date and time with a new date and time
- **History:** The Change Manager will update History with an explanation of the reasons for the status and/or schedule change



- **Status:** <u>If Not Authorized</u>, the Change Manager will set the status either to Suspended or Declined
- **History:** The Change Manager will update History with an explanation of the reasons for the suspension or declination

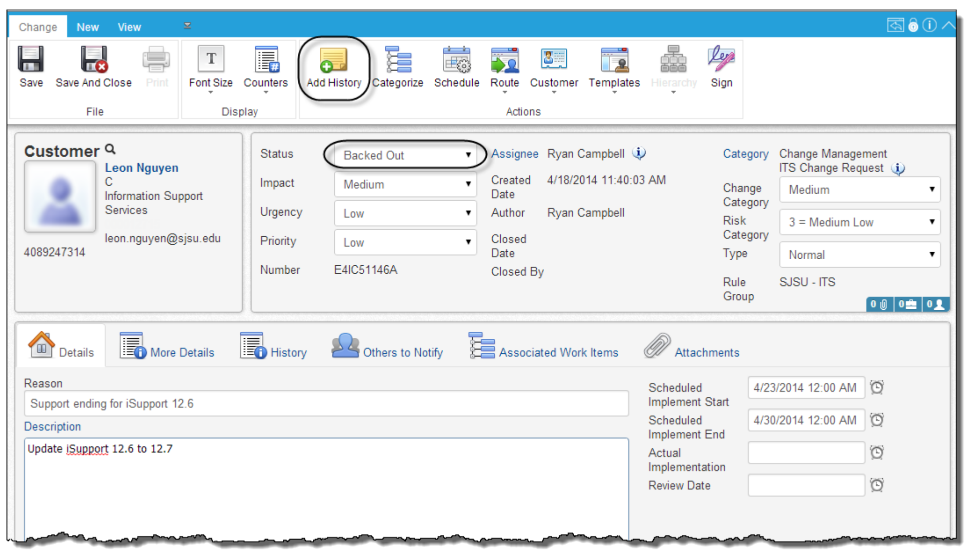
6. Implementation Complete

- **Status:** Assignee sets the status to Implemented
- **Actual Implementation:** Assignee enters the actual implementation date and time
- **Results:** Describe the results of the implementation



7. Implementation Back Out

- **Status:** Assignee sets the status to Backed Out
- **History:** Assignee updates the history with the reason for the back out and any other pertinent information and suggested next steps



Emergency Change Procedure

An emergency change is a change that must be implemented as soon as possible, for example to resolve a major incident or implement a security patch.

It is a change that must be reviewed and authorized by the Change Manager under the advice of the Emergency Change Advisory Board (ECAB).

Procedural Steps

1. **Initiation** – the initiator will either complete the iSupport Change ticket or contact the ITS Help Desk or other person who has rights to complete a Change ticket in iSupport. The person completing the change ticket will:
    - **Customer** – Select the appropriate customer
    - **Type** – Set the change type to Emergency
    - **Status** - Set the status to Scheduled
    - **Scheduled Implementation Start** – Enter a Scheduled Implementation date and time (represents implementation process start date and time)
    - **Scheduled Implementation End** – Enter a due date and time (represents implementation process end date and time)
    - **Assignee** – Set the assignee to be the Change Manager
    - **Others to Notify (tab)** – Add any other contacts who should be notified
    - **Automatic Notification Assignee** – The assignee will be sent an email notifying them that the change request has been submitted
    - **Automatic Notification Customer** – The customer will be sent an email notifying them that the change request has been received and is being reviewed
    - **Automatic Notification Others to Notify** – The list of reps or customers specified in the Others-to-Notify tab will be sent an email notifying them that the change request has been submitted
2. **Review and Authorize** – Upon receiving notification of the emergency change request, the Change Manager will review the change request and decide the appropriate action.
    - **Status** (If Approved) – Change Manager will set the status to Authorized
    - **Assignee** – Change Manager will assign the ticket to the person who is responsible to make sure the change is implemented
    - **Scheduled Implementation Start** – When appropriate, the Change Manager will modify the scheduled implementation date and time
    - **History** – Change Manager will update History with an explanation of the reasons for the status and/or schedule change

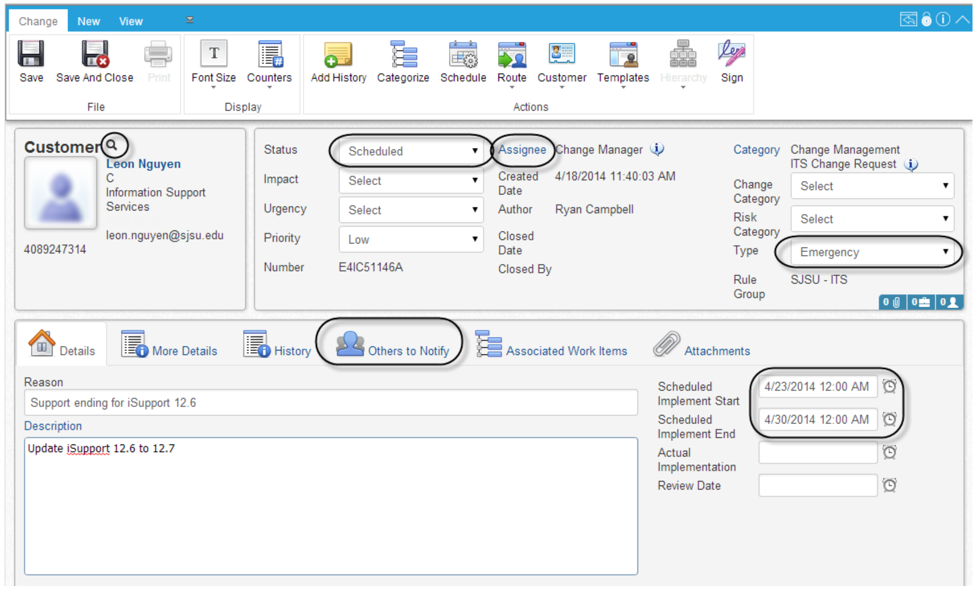
- **Automatic Notification Assignee** – Upon save with a status of Authorized, the assignee will be sent an email notifying them of authorization to put the change into production
- **Status** (If Not Approved) – Change Manager will set the status to either Suspended or Declined
- **Assignee** – Change Manager will assign the ticket to the person who is responsible to make sure the change is implemented
- **History** – Change Manager will update History with an explanation
- **Automatic Notification Assignee** – Upon save with a status of Suspended or Declined, the assignee will be sent an email notifying them that the change request has been suspended or declined
- **Manual Notification Customer** –Service Owner or assignee contacts the customer to let them know of the decision to Suspend or Decline the change and the reason why

3. **Implementation Complete** – when the assignee completes implementation of the change, the assignee will:
    - **Status** – Set the status to Implemented
    - **Actual Implementation** – Enter the actual implementation date and time
    - **Automatic Notification Customer** -- Upon save with a status of Implemented the customer will be sent an email notifying them that the change has been implemented within production and the change request has been closed

Processing the Emergency Change Ticket (iSupport)

1. Initiation

- **Customer:** Select the appropriate customer
- **Type:** Set the change type to Emergency
- **Status:** Set the status to Scheduled
- **Scheduled Implementation Start:** Enter a Scheduled Implementation date and time
- **Scheduled Implementation End:** Enter a due date and time (represents implementation process end date and time)
- **Assignee:** Set the assignee to be the Change Manager
- **Others to Notify (tab):** Add any other contacts who should be notified



2. Review and Authorize

- **Status** (If Approved): Change Manager will set the status to Authorized

- **Assignee:** Change Manager will assign the ticket to the person who is responsible to make sure the change is implemented

- **Scheduled Implementation Start:** When **appropriate**, the Change Manager will modify the scheduled implementation date and time

- **History:** Change Manager will update History with an explanation of the reasons for the status and/or schedule change

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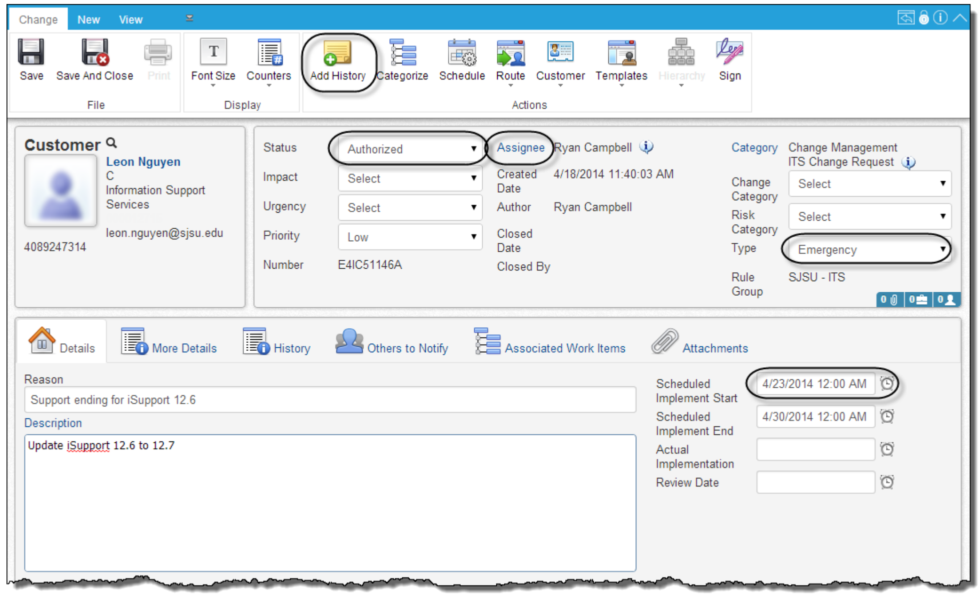
- **Status:** <u>If Not Authorized</u>, Change Manager will set the status to either Suspended or Declined

- **History:** Change Manager will update History with an explanation of the reasons for the suspension or declination



3. Implementation Complete

- **Status:** Set the status to Implemented
- **Actual Implementation:** Enter the actual implementation date and time
- **Results:** Describe the results of the implementation