



Configuration Management
Specialist Group

Enabling the
information society

Building the Perfect Change Management Process

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Richard Josey
BCS-CMSG Chair

#CMSG2014 @Richard_Josey

Richard.Josey@bcs-cmsg.org.uk

Agenda



- What makes a good Change Management Process?
- Embedding Change Management in an Organization
- Considerations for Configuration Management / CMDDBs

What makes a good Change Management Process?

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What makes a good Change Management Process?



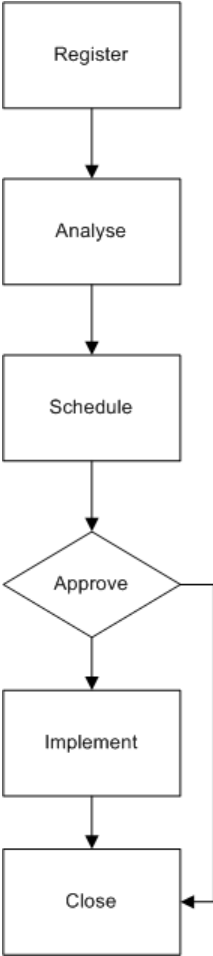
- Characteristics

- Acts as a Change Log
- Appropriate to Organization
- Balances Control with Responsiveness
- Aids Quality and Useful Communication
- Clear Responsibilities
- Enables an Organization to Learn from Experience

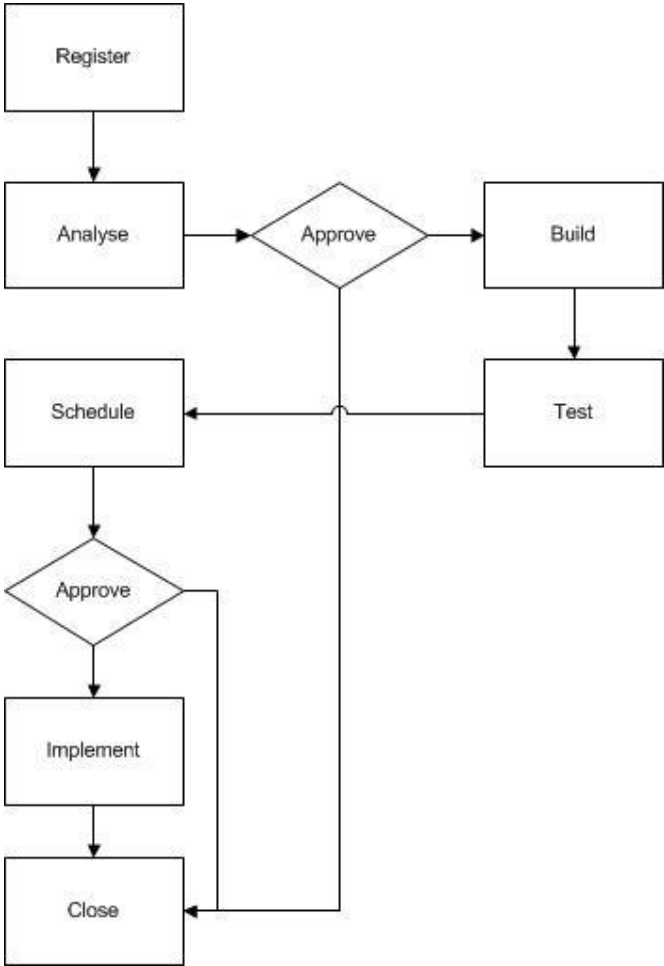
–Embedded in the Organization

What makes a good Change Management Process?

Late

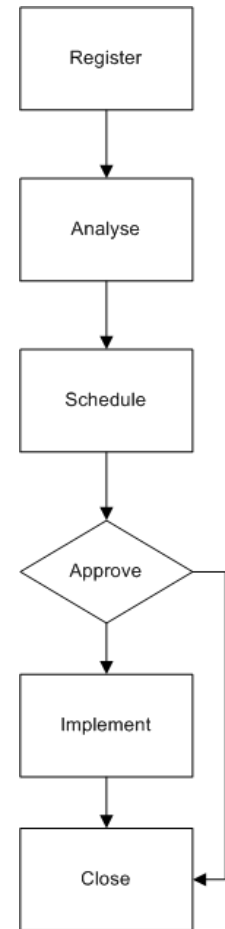


Early



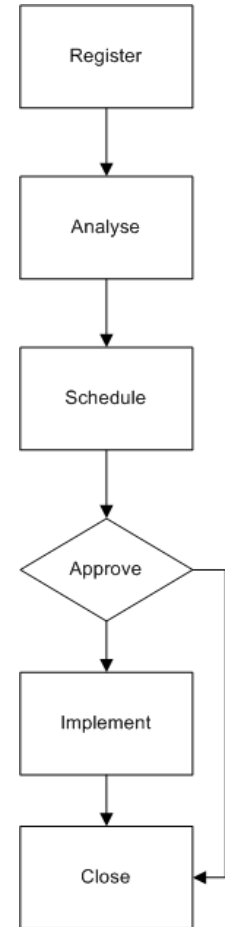
What makes a good CM Process?

- Attributes of a Change
 - Impact / Risk Assessment
 - Change Plan
 - Back-out Plan
 - Affected CIs (Configuration Items)
 - Appropriate Testing
 - Approval / Authorization
 - Change Implementation Schedule
 - Change Outcome
 - Lessons Learnt



What makes a good CM Process?

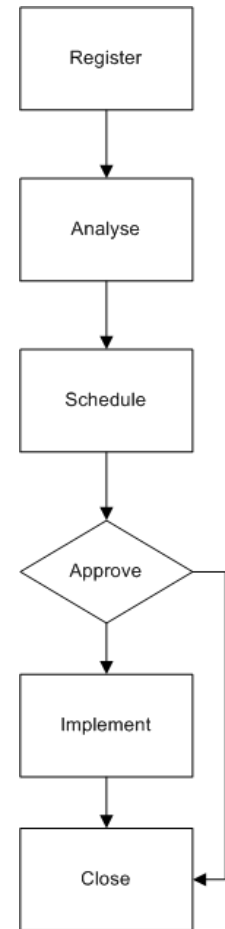
- Appropriate to Organization
 - Define what is 'In' and 'Out'
 - Now
 - Future
- Balances Control with Responsiveness
 - A Bureaucratic Process should be as Lean as possible
 - Auditing and Compliance standards must be adhered to
- Aids Quality and Useful Communication
 - Stakeholders are notified at appropriate stages
 - Interested Parties have access to information



What makes a good CM Process?

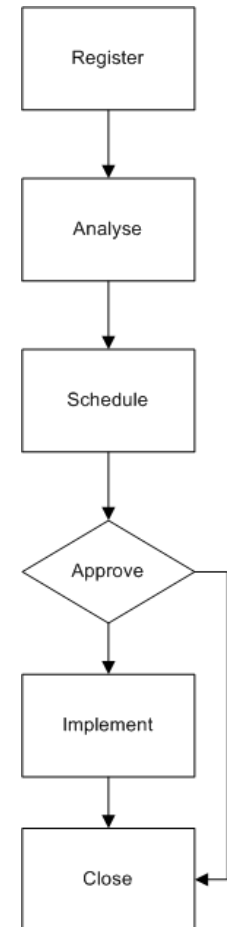
- Clear Responsibilities

- Who does what?
 - Change Requestor
 - Change Manager
 - Change Approver / CAB
 - Change Implementer
- To what standard?
- What timeframes are expected?



What makes a good CM Process?

- Enables an Organization to Learn from Experience
 - Failed Changes present a chance to improve
 - Successful Changes can lead to new standards / Best Practices



Embedding Change Management in an Organization

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Embedding Change Management in an Organization



- Clear Stakeholders
 - Business
 - Management
 - Teams
- Establish Buy-In at all levels
 - Communicate Benefits
 - Provide Appropriate Training
 - Find a Reason to 'Buy In' for ALL Stakeholders, especially Admins

Embedding Change Management in an Organization



- Admin Buy-in
 - Input to Process Design and Improvement
 - Kudos
 - Ease of Use (Responsive Process)
 - Improvement to Daily Activities
 - Automated Processes
 - Integrations
 - Task List
 - Disciplinary

Considerations for Configuration Management / CMDBs



Considerations for Configuration Management / CMDBs

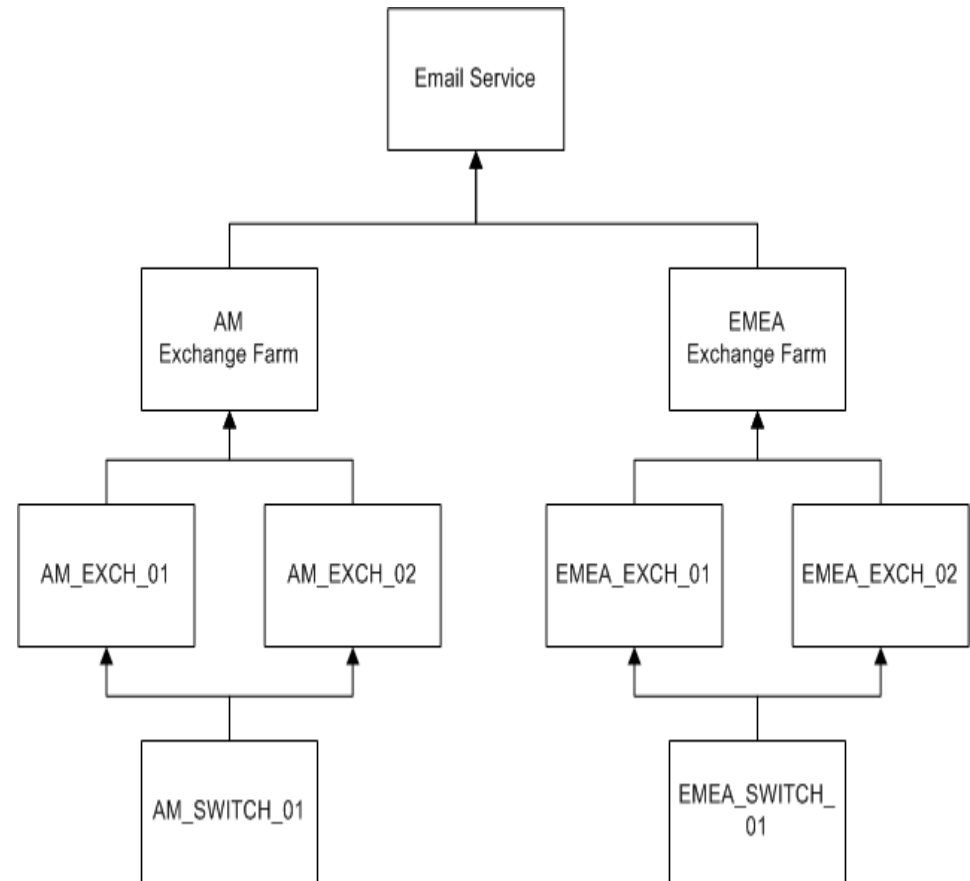


- Relationships between Changes and CIs
 - Should be easy to link CIs
 - Appropriate Levels for CIs required for Changes
 - e.g. System, Server
 - Simple Search Facility
 - e.g. ITSM Tool holds both records
- Provides Links To Change History
 - Previous Change Plans
 - Previous Back-out Plans
 - Lessons Learnt

Considerations for Configuration Management / CMDBs

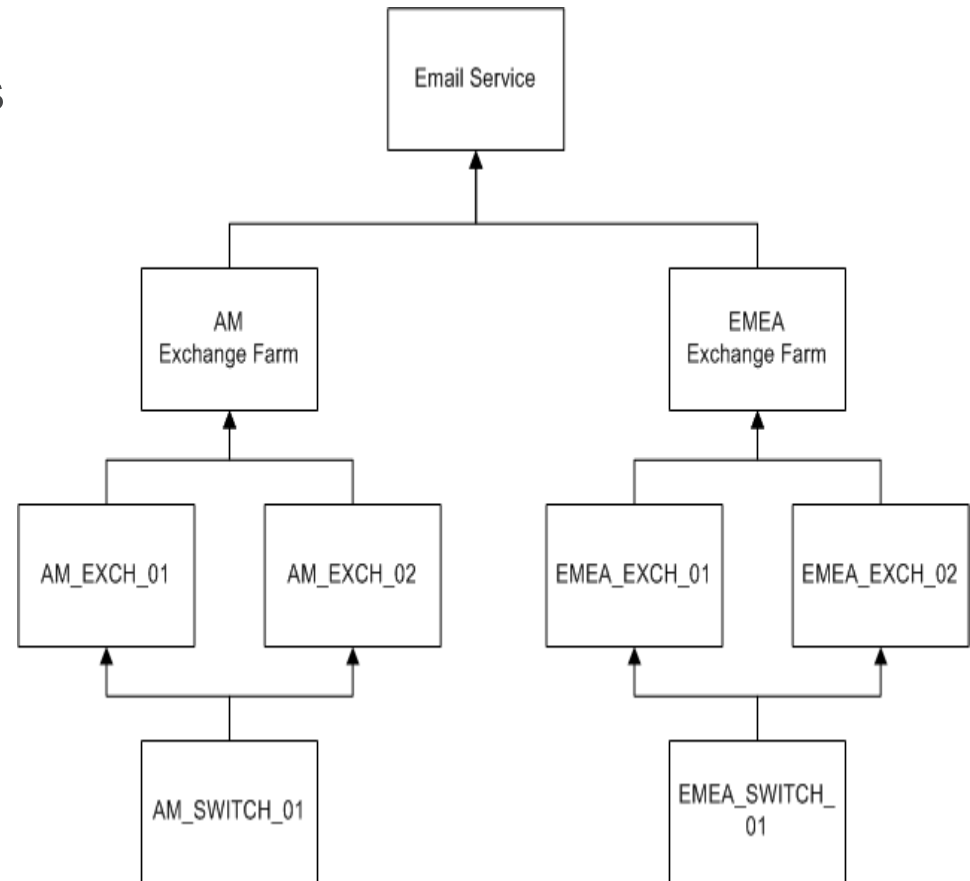
- Impact / Risk Analysis

- Determine Business Criticality
 - Cost to actual business if things go wrong
- Relationships to other CIs
 - E.g. Servers to Business Applications or Business Services
- Previous failed Changes



Considerations for Configuration Management / CMDBs

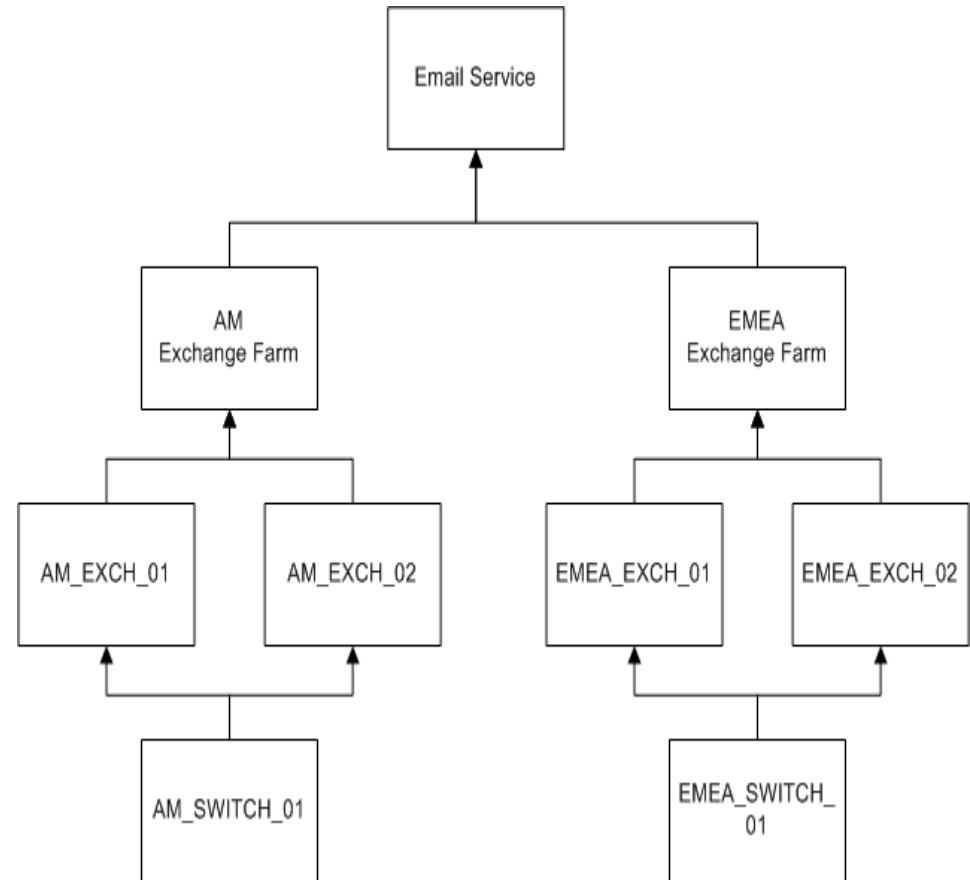
- Approval / Authorization
 - Determine appropriate Approvers
- Testing
 - Who are the Test Groups
 - What are the Test Plans



Considerations for Configuration Management / CMDBs

- Schedule

- Outage Windows
- Outage Lockouts
- Conflicting Changes



Considerations for Configuration Management / CMDBs

- Communication

- Who to communicate with and when:

- Change Requestor
 - CI / Service Owners
 - Interested Parties
 - Business Users

- Can this be automated?

- How?

- Forms, lists, diagrams

