

Transport for Greater Manchester Policy

IS Change Management Policy

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1 Policy Aims

This document describes the end to end process that is embedded within **TfGM** for managing changes to the IS environment in a controlled manner. This will explain how changes are recorded, reviewed, authorised by the CAB or CAB/EC, prioritised, planned, tested, implemented, documented and reviewed post implementation. The policy will explain the various change models that are in place within **TfGM**.

2 Policy Scope

This policy applies to all changes that are being planned to the **TfGM** IS environment.

3 Policy Delivery

This policy will be delivered to all appropriate staff by internal communication and will be situated on the **TfGM** Intranet.

4 Accountability

- Responsible to the Board: Head of IS Systems
- Compliance: IS Staff
- Awareness: All

5 Policy Monitoring/ Compliance

The Change Management process is reviewed on a regular basis to ensure that it remains relevant and supports the requirements of the business.

Should a breach of this policy be identified, it may be used in disciplinary proceedings.

6 Policy

The **TfGM** IS Change Management Process has been embedded within **TfGM** since 2008 and has a zero tolerance compliance policy towards unauthorised change. The process is robust and has enforced a zero tolerance culture towards unauthorised change within the **TfGM** IS environment. The IS Change Management Process is reviewed on a regular basis to ensure that it remains relevant and supports the requirements of the business.

The **TfGM** Change Management Policy covers the following key stages:-

6.1 Change Initiation:

All changes to the **TfGM** IS environment (e.g. Servers, Business Applications, Infrastructure, Firewalls, Card Holder Data environment etc..) must be detailed on a Request for Change (RFC) Form. This applied to all changes being raised by **TfGM** or by a 3rd Party.

The RFC ensures that all critical details pertaining to the change are captured and available to aid the effective review by the Change Advisory Board. The RFC captures the following:-

- Change Initiator details
- Change Type (normal or emergency)
- Impact, Risk
- Priority
- Description
- Reason/Justification
- Impact of non-implementation
- Affected Systems
- Implementation Plan
- Pre-CAB Technical Sign-Off
- Test Plan
- Backout Plan
- Communications
- Change Window

Once an RFC is completed, it is submitted to the **TfGM** Change Management team for vetting (changemanagement@tfgm.com). If all required information has been detailed on the RFC, then the Change will be recorded onto the **TfGM** Service Management System (HEAT). If any critical information is missing from the RFC (e.g. Impact, Description, Implementation Plan, Change Schedule Date/Time, Technical Review details etc..) then the RFC will be returned to the

Change Initiator requesting that the RFC is updated with the missing information and resubmitted to the Change Management team. The Change will be classified into one of the following Change Models :

- **Normal Change** – These changes are non-urgent and are reviewed at the Weekly Change Advisory Board Meeting.
- **Emergency Change** – These changes are urgent and are reviewed by an Emergency Change Board where a prompt evaluation and authorisation is required.
- **Standard Change** – These are pre-approved Changes that are submitted on a Service Request Form and require Line Manager approval. These are typically changes that are requested via the Request Management process (e.g. Installation of standard hardware and software, changes to file/folder permissions etc..) and can be completed without CAB approval.

6.2 Change Evaluation:

All Changes are reviewed at the Weekly IS CAB Meeting and discussed in detail to ensure that all risks, issues and views are taken into account prior to an approval decision being made. The IS Change Advisory Board consists of the following members (deputies will attend should the core member be unable to):

- **IS Service Manager/Senior Service Manager (Change Manager)**
- **IS Service Analyst**
- **Lead Infrastructure Engineer (Networks)**
- **Lead Infrastructure Engineer (Data Centre Services)**
- **Lead Serviceline Manager**
- **Lead Compliance and Security Analyst**
- **Geospatial Team Leader**
- **Business Representatives (as appropriate)**
- **Information Manager (as appropriate - when any change involves personal data or has potential GDPR implications).**

6.3 Change Authorisation:

All Changes are reviewed by the CAB members and one of the following approval decisions will be made :-

- **Approved** – Change approved and will be scheduled and added to the Forward Schedule of Change.
- **On-Hold** – Change is placed on hold pending additional information and clarification to support the approval decision.
- **Rejected** – Change is declined by the CAB and the requester is informed (e.g. the risk/cost of the change outweighs the business benefit). An alternative solution may be proposed to the requester.
- **Cancelled** – Change is cancelled by the Requester as an alternative solution has been identified or the Change is no longer required.

6.4 Change Prioritisation & Planning:

Once approved and upon completion of testing, the Change will be scheduled according to urgency and priority and added to the Forward Schedule of Change. The change will be communicated to all parties that could potentially be impacted by the change and any planned downtime will be advised.

6.5 Change Implementation:

The change will be implemented at the agreed date/time following the implementation plan detailed within the RFC. Back out plans will be followed should the change be unsuccessful or run into unplanned difficulties.

6.6 Change Review:

All completed changes (successful and unsuccessful) are reviewed in the Weekly IS Change Advisory Board Meeting. A Post Implementation Review is completed to ascertain what went well with the change and what can be improved the next time a similar change is implemented. If a change failed, the reasons for the failure are discussed and a discussion will take place to see if the change is to be rescheduled, re-designed or cancelled.

As part of the CAB, all Major Incidents are discussed to understand the root cause of the failure and the total impact of the incident to the business (e.g. total downtime and business disruption). Follow-on actions to prevent a re-occurrence of the fault are discussed and agreed at the CAB, together with any lessons learned to help improve the service going forward.

7 Definitions

Change Advisory Board (CAB): Delivers support to the change management team by reviewing and approving requested changes and assisting in the assessment prioritising changes.

Change Management Process: Process of requesting determining attainability, planning, implementing and evaluating of changes to a system, It has two main goals, supporting the process of change and enabling traceability of changes.

HEAT: Commercial helpdesk incident and change management software suite produced by FrontRange Solutions.

Request For Change (RFC): A document containing a call for adjustment of a system, it is a great importance in the change management process.

Change control record: complete each time there is a change

Policy/Procedure:				
Version	Change	Reason for change	Date	Name
2.1	Date	Annual Review	31/03/14	C Burke
3.0	Date & version	Annual Review	30/04/15	C Burke
4.0	Date & Version	Annual Review	31/03/2016	C. Burke
5.0	Date & Version	Annual Review	31/03/2017	C. Burke
5.1	Date & Version & CAB attendees	Annual Review	02/03/2018	M.Clayton
5.2	Date & Version & CAB attendees	Annual Review	01/03/2019	M.Clayton

5.3	Date, Version & CAB attendees. Tech CAB added.	Annual Review	01/03/2020	M.Clayton
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