The Request for Change Process
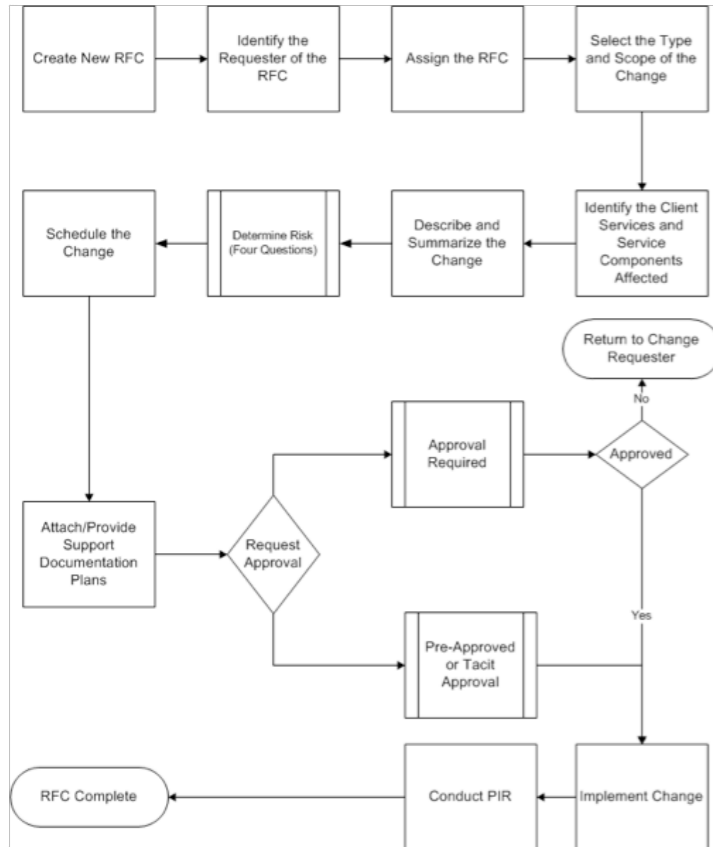
Why Change Management?

The benefits attained from an effective and efficient change management process are both external to the customer and internal to IS&T. These include the following:

- Costs are reduced by saving time and money associated with change
- The impact and disruption to services caused by unplanned change is reduced
- Errors associated with change are resolved or minimized
- The ability to adapt to changing conditions is enhanced
- External and internal communication is improved
- The ease and effectiveness of IS&T support is increased
- Staff intervention, investigation, and resolution actions are reduced
- Risk exposure is optimized, resulting in better assessment and coordination of changes
- The success rate of changes increases
- A stable and dependable infrastructure is fostered
- Overall customer service is improved
- Positive customer relationships are developed and refined
- Internal and external support for the process grows as the benefits increase and are realized

Abbreviations

CAB: Change Advisory Board

ECAB: Emergency Change Advisory Board

PIR: Post Implementation Review

RFC: Request for Change

Change Windows and the Change Calendar

Both the IS&T Change Windows and Change Calendar are available at **www.bu.edu/tech/service/change.**

Questions or Comments? Write to changemanager@bu.edu.

BOSTON UNIVERSITY

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Change Management

VERSION 3.0

SERVICE EXCELLENCE SUITE

When should I make a Request for Change?

If a planned change has an impact on the **University/Campus** or is **Significant** (based on the scope of the change) then you must create a Request for Change (RFC) in ServiceNow, the service management system.

How to make a Request for Change

1. Open a new change request in ServiceNow at **http://bu.service-now.com**
2. Identify the persons requesting and implementing the change
3. Determine the type and scope of the change
4. Identify the affected services and service components
5. Provide a short description, business reason for, and summary of the change
6. Provide risk assessment by answering associated questions
7. Schedule the change
8. Attach implementation, back-out, testing, and communication plans
9. "Request Approval" to submit the change
10. Implement the change
11. Complete Post Implementation Review (PIR)

Type assessment categorizes changes based on the required workflow and approval procedures.

- **Normal:** A change that follows normal approval flow
- **Standard Pre-Authorized:** Pre-approved based on change model
- **Urgent:** A change that must occur prior to prescribed lead time for approval
- **Emergency:** Immediate incident-related change; may be documented after the fact

Scope assessment is based on the impact of the change.

- **University/Campus:** One or both campuses (CRC & BUMC)
- **Significant:** A school or two or more departments
- **Department:** A single department
- **Minor:** Five or fewer clients

Risk assessment is based on the following "yes or no" questions:

- Is the change service-impacting?
- Does the change require more than one support group?
- Is there a single point of failure (SPOF)?
- Is this a new or high-risk routine activity?

Each "yes" answer increases the risk profile of the change. The risk value assigned to the change is based on the number of "yes" responses:

- Four equals **Very High**
- Three equals **High**
- Two or One equals **Moderate**
- Zero equals **Low**

Scope	Risk
Campus	Very High, High

Lead Time for Approval: Three CAB meetings
Approval: CAB (ECAB for urgent changes) and AVP or CIO

Scope	Risk
Campus	Moderate
Significant	Very High, High

Lead Time for Approval: Two CAB meetings
Approval: CAB (ECAB for urgent changes)

Scope	Risk
Campus	Low
Significant	Moderate, Low,
Departmental	All
Minor	All

Lead Time for Approval: Two Days
Approval: Change Manager

STANDARD changes may be of any scope and must be of low risk; they will be considered pre-approved except during change freeze periods.

EMERGENCY changes of any scope or risk will be documented retroactively. The manager in charge of the incident is responsible for approving the change.