

CHM1 Manage changes including emergency changes

Document control

Area	CHM
Procedure status	FINALIZED
Owner	Matthew Viljoen
Approval status	APPROVED <input checked="" type="checkbox"/> Tiziana Ferrari
Approved version and date	v. 72  15 Feb 2018
Statement	Procedure how a change should be registered, approved and reviewed after implementation.
Next procedure review	<input type="checkbox"/>  31 May 2018 Matthew Viljoen

Procedure reviews

The following table is updated after every review of this procedure.

[Click here to expand...](#)

Date	Review by	Summary of results	Follow-up actions / Comments
 20 Jun 2017	Matthew Viljoen Tiziana Ferrari	2017-06-15 CHM Process review report	
 01 Nov 2017	Tiziana Ferrari	Procedure checked to review the implementation of agreed improvement defined as outcome of the mid-year review in 2017	
 15 Feb 2018	Tiziana Ferrari	Procedure updated to trigger service portfolio management at step 3 in case proposed changes modify the service functionality in a major way or the status of the service	None

Table of contents

- Document control
- Procedure reviews
- Table of contents
- Overview and Scope
- Federated Change Management
- Definitions
- Triggers
- Normal change workflow
- Standard change workflow
- Emergency change workflow
- Workflow shown graphically
- Schedule of Changes

Overview and Scope

This procedure describes the lifecycle of all changes affecting (either directly or indirectly) EGI-branded services listed within the EGI Service Catalogue as well as the transition of all major changes and new services coming from SPM. This procedure includes registering, assessing, approving and reviewing Change Requests (CRs), in addition to managing pre-approved or 'standard' CRs. Finally the procedure for managing emergency changes is covered.

The tool for managing the lifecycle of CRs is [EGI RT](#). This supports the entire lifecycle of change requests from registering to the historical searching of CRs.

The list of pre-approved or 'standard' CRs for a service shall be created and maintained in the [EGI Wiki](#). Its existence shall be made known to all operational staff for the service.

Some changes brought to Change Management for approval will become a release in Release and Deployment Management (RDM). This point at which Change Management is called from RDM is documented in [PROC23](#).

Federated Change Management

The EGI Change Management is a centralized process for the EGI Federation. If EGI Resource Provider organisations are delivering EGI branded services and are already running their own internal Change Management process, they may either chose to use the EGI Change Management process or continue to use their own existing process. In the latter case, their existing process needs to meet the minimum requirements of ISO/IEC 20000-1:2011 clause 9.2 (Change Management). In addition to this, EGI Resource Providers should agree to a lightweight audit run by EGI Foundation to verify that these minimum requirements are being met. Finally, if EGI Resource Providers are running their own Change Management process and are planning a change that has the potential to impact other EGI branded services, then the EGI Change Management process should be informed in advance via submission of a ticket to the EGI RT.

Definitions

Please refer to the [EGI Glossary](#) for the definitions of the terms used in this procedure.

The key words "MUST", "MUST NOT", "REQUIRED", "SHALL", "SHALL NOT", "SHOULD", "SHOULD NOT", "RECOMMENDED", "MAY", and "OPTIONAL" in this document are to be interpreted as described in [RFC 2119](#).

Emergency change - A Change that must be introduced as soon as possible to resolve a Major Incident or to implement a security patch.

Standard change - a Change that is a recurrent, well known change that has been proceduralized to follow a pre-defined, relatively risk-free path, and is the accepted response to a specific requirement or set of circumstances, where authority by the CAB is effectively given in advance of implementation.

Triggers

The process is triggered when a new change is determined to be high risk or otherwise would benefit from the CHM process. At this point, the CR is created within RT in the queue corresponding to the service.

Normal change workflow

Step#	Responsible	Action	Comment
1	Change Owner	Creation of a Change Request (CR) ticket in RT	Creation of a new ticket in the RT queue corresponding to the correct service. A completed CR document is attached to the ticket, and the planned date of the change. The CR consists of a series of standard questions asking about the type of change, testing that has been carried out and potential impact if the change is unsuccessful, in addition to rollback plans (if possible). This helps with the review of the change by the CAB.

2	Service Instance Owner	Risk level of the change going wrong is assessed	<p>Risk results from the Impact and Likelihood of the change going wrong. These values are defined in the RM Guideline. Calculation of risk is done by the potential impact (value of 1-4) multiplied by the likelihood (value of 1-4) of the change going wrong in the RT ticket (see RM Guidelines for more details). These values may be implemented as custom fields in RT.</p> <p>The risk level determines which approval authority is required to approve the change.</p> <p>A resulting score ≤ 4 may be approved by the Service Owner otherwise the CR needs to be assessed by the CAB.</p> <p>Any change with a risk Impact = Catastrophic needs to be assessed by the SSB.</p>
3	CAB	<p>Changes with risk level >4 (or candidates for standard changes - see CHM2 Maintain the list, descriptions and step-by-step workflows for well-known and recurring changes) are reviewed and approved.</p> <p>Assessment according to the Change Management Policy is conducted which decides whether the change should lead to an update to the service portfolio.</p>	<p>The CAB meets, either regularly or on an ad-hoc basis in response to an important change, to review the CR. At the CAB meeting, the Change Owner attends to answer any questions or provide clarification about the change. If the CAB is satisfied that the CR has been adequately prepared, approval is granted and recorded in RT.</p> <p>For changes to the service portfolio, e.g. major new features, or changes to the status of a service (e.g. from beta to production) SPM1 Add, Change, Retire a service in the service portfolio must be triggered.</p>
4	Change Owner	If appropriate, the risk is signed off by informing Change Stakeholders.	Sign-off means either informing the end users and/or gaining approval from the change stakeholders. This may not always be appropriate, for example, if the change has been explicitly requested by the stakeholders.
5	Change Implementer	The change is implemented	Follow RDM2 Managing releases
6	CAB	The change is reviewed and closed	<p>Once the change is implemented, after a suitable period of time (but not less than two weeks), the change shall undergo a post implementation review (by adding a comment to the RT ticket) and closed by the CAB. This review should be done using input provided by the Change Owner and includes assigning the quality of the change to the RT ticket (see Quality of Change definitions in the CHM Process Definition), which may be implemented as custom RT fields.</p> <p>The implementation date of the change should be verified, and updated if it was different from the planned date. Finally the RT ticket corresponding to the change is then closed, but still searchable for future reference.</p>

Standard change workflow

An Standard Change is a Change that is recurrent, well known change that has been submitted and approved by the CAB as a normal change (see the procedure above). Managing the list of standard changes (and further information about suitable changes that may be considered as candidates for standard changes) is described in [CHM2 Maintain the list, descriptions and step-by-step workflows](#) for well-known and recurring changes. The workflow when implementing standard changes is as follows.

Step#	Responsible	Action	Comment
1	Change Owner	Creation of a Change Request (CR) ticket in RT and marks it as a Standard Change, referring it to the name of the change as listed in the wiki	Creation of a new ticket in the RT queue corresponding to the correct service, with the planned date of the change. A completed CR document is not required for Standard Changes.
2	Service Owner	The change is considered and either approved or rejected. If it is rejected, the procedure terminates.	This can be done by discussions between the Change Owner and the Service Owner. If necessary, details of the discussion can be added to the RT ticket.
3	Change Owner	If appropriate, the risk is signed off by informing Change Stakeholders.	Sign-off means either informing the end users and/or gaining approval from the change stakeholders. This may not always be appropriate, for example, if the change has been explicitly requested by the stakeholders.
4	Change Implementer	The change is implemented	Follow RDM2 Managing releases
5	Service Owner	The change is reviewed and closed	<p>Once the change is implemented, after a suitable period of time (but not less than two weeks), the change shall undergo a post implementation review (by adding a comment to the RT ticket) and closed by the Service Owner. This review should be done using input provided by the Change Owner and includes assigning the quality of the change to the RT ticket (see Appendix A below), which may be implemented as custom RT fields.</p> <p>The implementation date of the change should be verified, and updated if it was different from the planned date. Finally the RT ticket corresponding to the change is then closed, but still searchable for future reference.</p> <p>If the change was not successful, the change should be removed for the list of Standard Changes, and any subsequent change similar to it should be submitted as a Normal Change in the usual way (see procedure above).</p>

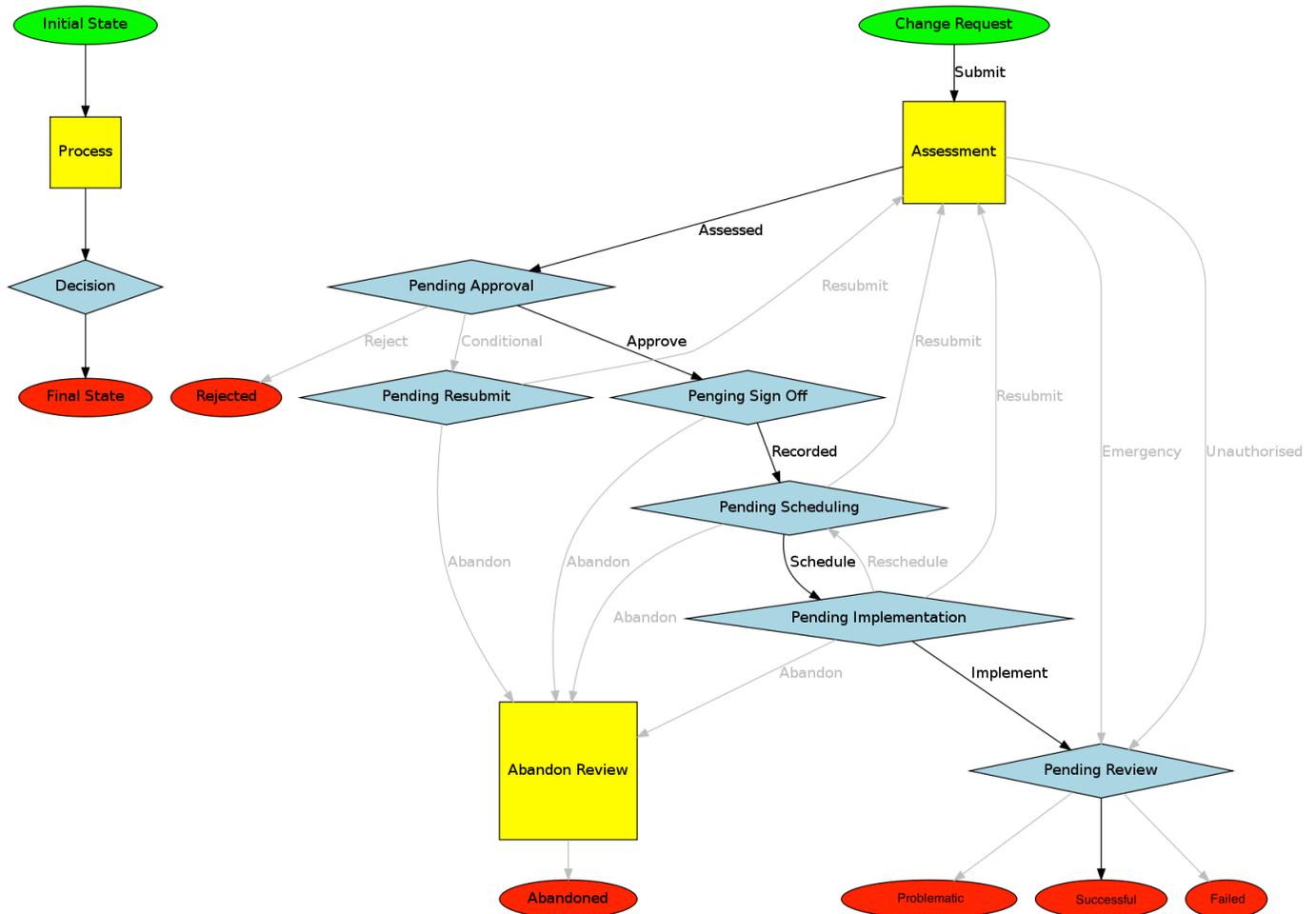
Emergency change workflow

An Emergency Change is one that needs to be done to address a critical situation. In such circumstances it may not be practical to follow the Change Management procedure above. For example, there may not be time to get sign off from Change Stakeholders or convene the CAB to discuss and approve the change. However, it is still important for the change to be recorded. Such information will be used in a post implementation review or a serious incident review.

Step#	Responsible	Action	Comment
-------	-------------	--------	---------

1	Change Implementer	The change is implemented	Follow RDM1 Managing emergency releases The change is implemented, after as much consideration of the risks and rollback scenarios as is possible given the emergency situation. Ideally this should be done by the Change Implementer consulting with another member of staff with knowledge of the service.
2	Service Owner	Creation of a change ticket in RT	A change ticket is created in RT to retrospectively capture the situation leading up to the Emergency Change, implementation of the change and outcome.
3	CAB	The change is reviewed and closed	As in Step 6 of Normal change workflow.

Workflow shown graphically



The normal workflow of a change through the process is indicated by a black line. Deviations from the normal workflow are signified by grey lines.

Schedule of Changes

All changes, both past and planned, are listed in RT. As such, it is possible to obtain a list of when past changes were carried out, as well as obtaining a list of future changes along with their planned dates, by inspecting the list of current changes in RT.