

Standard Change Process

Scope: CSCU	Revision Date: 5/8/2015
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Table of Contents

1. Introduction	1
2. Overview of the Standard RFC Submission Process	2
3. Overview of the Using a Standard RFC Template	3
4. Standard RFC Notifications	4
Appendix A Standard RFC Submission Workflow	5
Appendix B Using a Standard RFC Template Workflow	6

1. Introduction

The purpose of Change Management at the Connecticut State Colleges and Universities (ConnSCU) Board of Regents (BOR) System Office is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes associated with Information Technology (IT) services offered to the ConnSCU institutions.

The system that manages the Change Management process is FootPrints. We have used the FootPrints Change Management module to customize a workspace, called BOR Change Management that is designed to track, manage, control, and automate the change process. It is a rule-based system with a complete approval and voting process to automate the stages of approval. This ensures that the appropriate changes are communicated, reviewed, approved by the defined CAB, and adopted in a timely manner.

This document provides an overview of how a RFC is submitted to become Standard and also how an approved Standard RFC is then utilized. The BOR Change Management workspace contains the RFCs. This document and all CM documents can be found on the [CM website](#).

2. Overview of the Standard RFC Submission Process

A Submitter will draft an RFC and submit it with the intention of making it a Standard RFC

Here is an overview of the Standard RFC submission process:

- Step 1.** Draft RFC: A Standard Request for Change (RFC) is drafted within the BOR CM Workspace.
- Step 2.** Submit RFC for Approval: Once the draft is ready to be sent to the CAB, the “Ready to Submit RFC” is checked and the Submit as Standard Change? pull-down is changed to Yes for voting to start.
- Step 3.** Internal CAB Vote: The Proposed Standard RFC is voted on by the Internal CAB.
- Step 4.** If approved by the Internal CAB and the change impacts services offered to one or more ConnSCU institutions, then it needs to go to the External CAB (Step 5) for approval. If it only impacts the ConnSCU System Office, then it can go directly to Step 6.
- Step 5.** External CAB Vote: The Proposed Standard RFC is voted on by the External CAB.
- Step 6.** After approval, there is no work performed. This Standard RFC is now a template for future changes of this exact type.
- Step 7.** The RFC #, name and date of approval are recorded in the Approved Standard Changes document found on the [CM website](#).
- Step 8.** Submitters can now utilize Standard RFCs based on this template. They will appear as status = Pre-Approved
- Step 9.** If there is information that needs to be added to a particular Standard RFC by the Submitters, they can put this in the Addition Info field. This field will be included in the notifications.
- Step 10.** When the Submitter saves the RFC it will automatically send notifications out to the CAB(s) and Assignees.

Refer to Appendix A - “Standard RFC Submission Workflow”

3. Overview of the Using a Standard RFC Template

A Submitter will utilize a template to draft a Standard RFC and submit it as a notification of work to be performed.

Here is an overview of the using a Standard RFC Template:

- Step 1.** The Submitter will create an RFC using a Standard Change Template. They will select this from a Drop-down list
- Step 2.** The Submitter will fill in the appropriate Contact information
- Step 3.** The Submitter will fill in the required Implementation/Date & Time.
- Step 4.** The Submitter will choose the Institutions Affected.
- Step 5.** If there is information that is not supplied in the template, the Submitter can place this in the Additional Info field.
- Step 6.** The Submitter will add the appropriate Assignees and CC's to the RFC.
- Step 7.** Submit RFC for Notification: The RFC will be saved as Pre-Approved and notifications will go out to the appropriate CAB(s), Assignees, Contact and CC's. See Example of Notifications below.
- Step 8.** An entry will be saved on the workspace calendar.
- Step 9.** When the change has been completed the Submitter will set the STATUS to Implemented. An RFC that will be rescheduled or not implemented will be BACKED-OUT or WITHDRAWN. The STATUS will always reflect the current state of the RFC

Refer to Appendix B - "Using a Standard RFC Template Workflow"

4. Standard RFC Notifications

When a Standard RFC is saved, it will send out notifications to the following:

- The appropriate CAB(s) (Internal, External)
- The RFC Contact
- Any Assignees
- Any CC'd Individuals or Distribution Lists

THIS IS NOTIFICATION OF A STANDARD RFC.

Standard Request for Change (RFC) Details

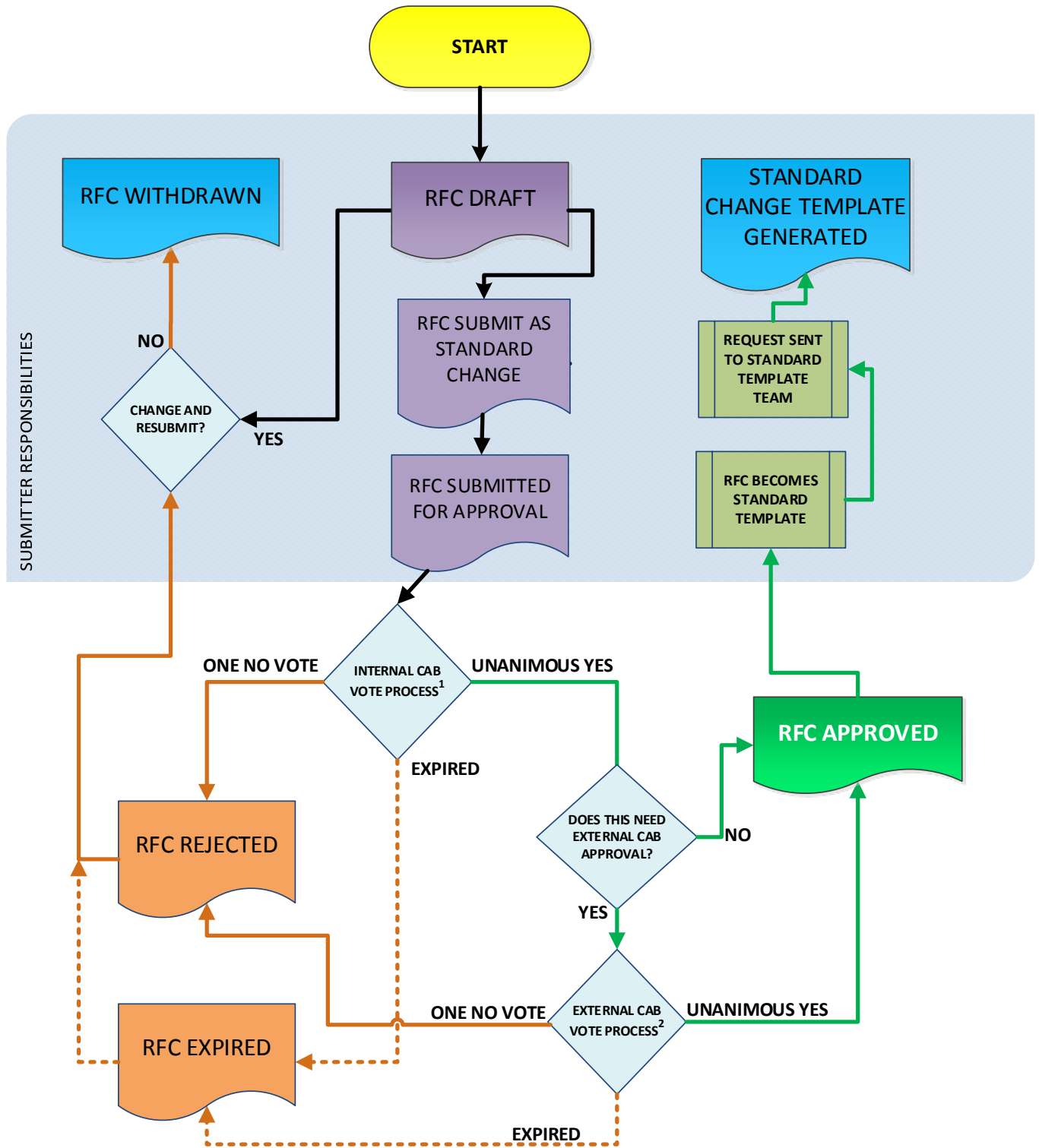
RFC Number:

RFC Name: TEST-BbMH - Notification 10991- Upcoming Datacenter Maintenance - Service Interruption Not Expected

Type of Change	Pre-Approved
Implementation Date	05/01/2015 9:29 AM
Institutions Affected	BOR System Office
Description of Change	Managed Hosting Infrastructure Team will be performing an emergency infrastructure maintenance at our VA3 datacenter. Maintenance window is between 2am-6am.
Objectives & Benefits	Maintain datacenter infrastructure
Implementation Plan	Blackboard will complete required maintenance for their VA3 Datacenter.
Expected Impact	None - No impact is expected. Change is transparent to customers.
Describe Impact	Direct - There is a defined route to reverse the change.
Backout Risk	Direct - There is a defined route to reverse the change.
Describe Backout Plan	N/A
Additional Info	Entered on 2015-04-30 at 14:41:33 by Test Submitter No Additional Info at this time.

For full details please [Click here to view RFC in Browser](#)
Access to the Change Management Workspace is required.

Appendix A Standard RFC Submission Workflow



¹Standard Change Internal CAB Vote limit:

2 DAYS

²Standard Change External CAB Vote limit:

3 DAYS

Appendix B Using a Standard RFC Template Workflow

