

Change Management

MANDATORY CRITERIA

1. Does the tool facilitate the recording and storage of Request for Changes (RFC) in an easily accessible format?

Comments: **Yes.** The recording tool provides easy input formats.

Main entry Screen;

The screenshot shows the 'NEW CHANGE REQUEST' form. The form includes several mandatory fields indicated by an asterisk (*):

- *Change Request Name: [Text input]
- *Category: [Dropdown menu]
- *Desired Completion Date: [Date input]
- *Change Type: [Dropdown menu]
- *Change Authority: [Dropdown menu]
- Proposed Change: [Text area]
- Description of current or potential non-conformance/justification: [Text area]
- Root Cause: [Text area]
- Issued By: Vespe, Robert R.
- Date Issued: 11/29/2013 11:29:39 AM
- Action Type: [Dropdown menu]
- Priority: NONE
- Internal Audit Number: [Text input]
- Information Security Approval Required: NO
- Approving Security Officer: [Dropdown menu]

Five dropdown menus are shown below the form, each with arrows pointing to its corresponding field in the form:

- Category**: Select, Hardware, Software, Documentation, Other, Contract Management, Change Process (CAR)
- Change type**: Select, Major Change, Standard Change, Minor Change, Significant Change, Urgent, New Product, New Service
- Change Authority**: Select, Best Practices MRB, Director, Executive Management, GRI/CMS MRB, Infrastructure MRB, Logistics MRB, PMO Department Manager, Software Engineering MRB, TAM/SME Operations MRB, Training & Certifications MRB
- Action Type**: Select, Improvement, Corrective Action, Preventive Action, Organizational Innovation, Contract Initiation, Configuration Item Change, Contract Management
- Priority**: NONE, IMMEDIATE, HIGH, MEDIUM, LOW

Change Management

2. Does the tool allow only authorized personnel to submit RFCs?

Comments: **Yes. All access is controlled via group privileges for viewing, creation, and edit rights.** *From: 'ITG CENTRE Introduction' Document Control # 180-v2*

1. **System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.**

Change Management

3. Can the tool support the entry of free text as well as the use of codes for RFC classification (category and priority)?

Comments: **Yes.** The tool has multiple free text areas and supports various RFC classifications including classification, category, and priority.

Main entry Screen;

The screenshot shows the 'NEW CHANGE REQUEST' form. The form includes several mandatory fields marked with an asterisk: *Change Request Name, *Category, *Change Type, *Change Authority, *Desired Completion Date, *Action Type, and *Priority. There are also text areas for 'Proposed Change', 'Description of current or potential non-conformance/justification', and 'Root Cause'. The form is populated with 'Issued By: Vespe, Robert R.', 'Date Issued: 11/29/2013 11:29:39 AM', 'Priority: NONE', and 'Information Security Approval Required: NO'. Five dropdown menus are shown below the form, each with arrows pointing to its corresponding field in the form: 'Category' (options: Hardware, Software, Documentation, Other, Contract Management, Change Process (CAR)), 'Change type' (options: Major Change, Standard Change, Minor Change, Significant Change, Urgent, New Product, New Service), 'Change Authority' (options: Best Practices MRB, Director, Executive Management, GRI/CMS MRB, Infrastructure MRB, Logistics MRB, PMO Department Manager, Software Engineering MRB, TAM/SME Operations MRB, Training & Certifications MRB), 'Action Type' (options: Improvement, Corrective Action, Preventive Action, Organizational Innovation, Contract Initiation, Configuration Item Change, Contract Management), and 'Priority' (options: NONE, IMMEDIATE, HIGH, MEDIUM, LOW).

Change Management

4. Does the tool facilitate the monitoring and tracking of the lifecycle of a Change request? For example, tracking a Change through the different stages of authorization, coordination, and review.

Comments: Yes. Using the 'Search Change Request' screen, users may tailor a report by entering (singularly or a combination of) field criteria to track or monitor specific stages or dates of the RFC. Additionally, users may devise (and save for future use) an ad-hoc report to produce desired tracking or monitoring requirements.

Search Screen Report

Change Request #	Change Request Name	Change Authority	Proposed Change	Issued Date	Issuer	Approved Date	Priority	Assigned To	Status
4	Improve Phone Answering Procedure	PMO Department Manager	How to answer phone by Co's	9/18/2006 6:24:52 PM	Karim, Lehera	1/23/2007 4:36:27 PM	LOW	Madina, Cleveia G.	Closed
5	Test Change Management Processes	PMO Department Manager	This is to document the Change Request system for ITIL certification	9/29/2006 3:59:11 PM	Vespe, Robert R.	.	HIGH	None	Cancelled
6	ITIL Requirement - Add the Problem Record ID to the Change Request Screen	Software Engineering MRB	11/14/2006 -- Lee Leiber -- As requested and approved by the Software MRB -- 1. On the "Change Record", add a text box labeled "Affected CIs". This box will not be editable. 2. On the "Change Record", add a "Get Configuration Item" but.	10/13/2006 5:16:06 PM	Vespe, Robert R.	11/9/2006 11:07:28 AM	HIGH	Hadjiryakou, George	Closed
7	ITIL Requirement - Add a Severity code and SLA values to the asset data record and service call scre	Software Engineering MRB	1. Add a Severity field (read-only calculated severity code (1-5) from the values indicated in the Criticality and Impact fields. Develop a method to use the criticality and impact codes to create a weighted severity code value. As an asset is entered, Robert Vespe, 11-01-06 This Change Request is withdrawn -- Serial Number Change! log file To satisfy the ITIL requirement, 'As changes are made to the CI record (dates, locations), the modified information is cyclically recorded in the 'Comm	10/13/2006 5:37:16 PM	Vespe, Robert R.	11/9/2006 11:10:56 AM	HIGH	Hadjiryakou, George	Closed
8	REQUEST WITHDRAWN - ITIL Requirement - Record (Log) Asset Modifications	Best Practices MRB		10/19/2006 3:43:23 PM	Vespe, Robert R.	.	HIGH	None	Cancelled

Clicking on any of the hyperlinks will sort the list in descending or ascending order

Change Management

5. Does the tool facilitate the ability to control, read, write, and modify access for Change Management staff, Change builders, testers, etc., to update Change records throughout the Change lifecycle?

Comments: **Yes.** Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels. *From: 'ITG CENTRE Introduction' Document Control # 180-v2*

System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.

- Each time the RFC record is modified:
 - o The 'Date Last Updated' and 'Last Updated By' information is captured.
 - o The Record may only be edited by the issuer or the Chairman/Deputy Chairman until the 'Status is set to 'Approved', then, ***only*** the Chairman/Deputy Chairman or the 'Assigned To' individual may edit the record.
 - o Each time a change is made to the record, the details of the change are chronologically reflected in the 'Track Changes' field.

RFC Track Change

Issued By: **Vespe, Robert R.** Date Issued: 6/6/2007 12:10:40 PM
Action Type: Improvement Priority: LOW
Internal Audit Number: Status: Cancelled
Approved By: Software Engineering MRB Approved Date: 10/23/2007 11:46:48 AM
Assigned To: Pangalos, Spyro (n) Begin Work Date:
Information Security Approval Required: NO Due Date:
Approving Security Officers: Completed Date:
Approved by Security Officers: NO Validation Date:
Requirements: 0 Date Last Updated: 2/4/2008 4:15:44 PM
Service Records: 0 Last Updated By: Pangalos, Spyro (n)
Action Items: 0
Track Changes: 2/4/2008 4:15:44 PM Changed by: Pangalos, Spyro (n)
Field: Action Summary
Changed From:
Changed to:
This inconsistency can be explained by the fact that sometimes more than one contractor work in an

Change Management

6. Does the tool facilitate the routing of RFCs to the appropriate authorization bodies as defined within the ITIL Change Management Process? For example, Category 1 – Change Manager, Category 2 – Change Advisory Board, Category 3 – IT Executive.

Comment: Yes. Users are able to assign the Change Authority, if no authority is assigned; the RFC goes to the Best Practices MRB. All RFC's generate an alert notice that an RFC has been issued to the Authority's Chair.

The screenshot shows a web form titled "NEW CHANGE REQUEST". It includes fields for "Change Request Name", "Category", "Desired Completion Date", "Change Type", and "Change Authority". The "Change Authority" field is highlighted with a blue oval. Below the form, a separate dropdown menu is shown, listing various MRB (Management Review Board) options.

- Select
- Best Practices MRB
- Director
- Executive Management
- GRI/CMS MRB
- Infrastructure MRB
- Logistics MRB
- PMO Department Manager
- Software Engineering MRB
- TAM/SME Operations MRB
- Training & Certifications MRB

The system uses a customizable assignment approval matrix which automatically approves RFC's based upon the Category, Change Authority, and the RFC Priority

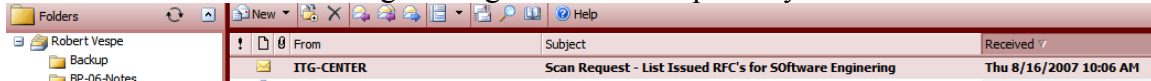
RFC Approval Matrix

CHANGE REQUEST INITIALIZATION			
CATEGORY	CHANGE AUTHORITY	AUTO-APPROVAL	PRIORITY
Standard Change	Infrastructure MRB	Yes	IMMEDIATE
Standard Change	Infrastructure MRB	Yes	NONE
Standard Change	Infrastructure MRB	Yes	HIGH
Standard Change	Infrastructure MRB	Yes	MEDIUM
Standard Change	Infrastructure MRB	Yes	LOW
Minor Change	Infrastructure MRB	Yes	IMMEDIATE

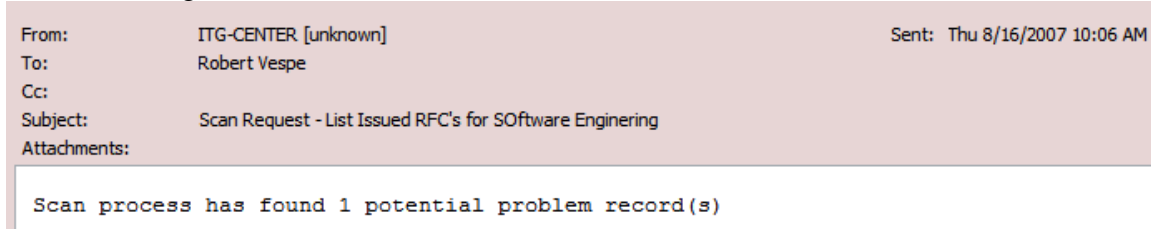
Change Management

Additionally; the 'Scan Request' system can evaluate all RFC's issued within the past day (or any number of days) for a particular change authority (or any elements of the request) and provide an e-mail notice and report of these RFC's to individuals or e-mail groups.

E-mail notice of Software Engineering RFC's for the past day.

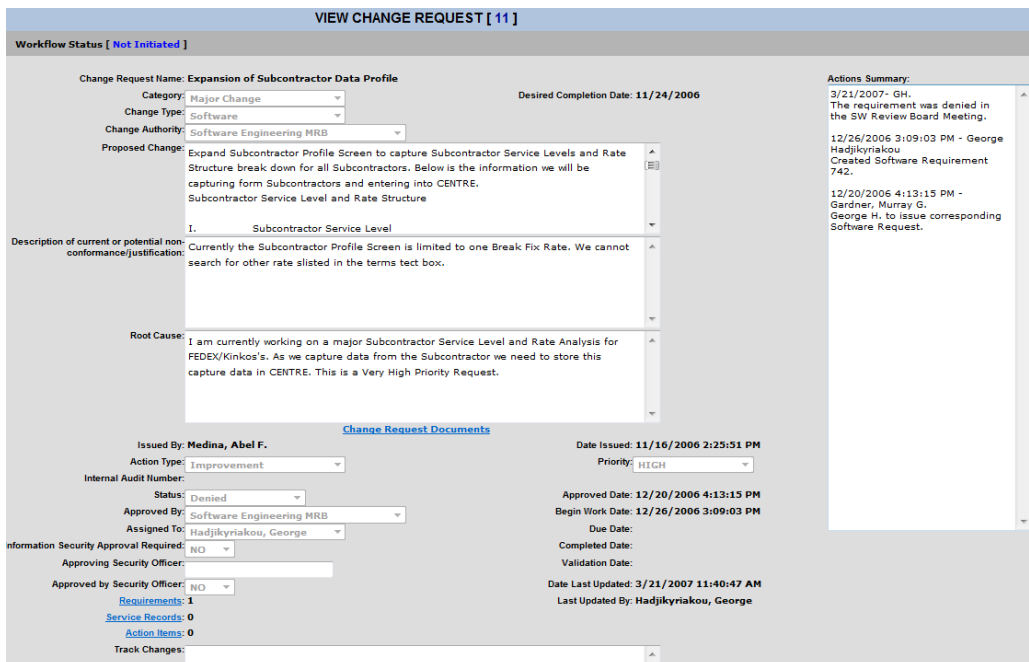


E-mail Message



7. Does the tool facilitate the ability to reject Changes? For example, status of reject, ability to record reason for rejects notification to the Service Desk and End Users.

Comments: **Yes.** If the status of the change request is set to "Denied" the system automatically notifies the issuer". Information on the rejection is recorded within the 'Action Summary' of the RFC.



Change Management

8. Does the tool facilitate the recording of impact assessment information within the Change record in order to support the Change authorization process? For example, the embedding of attachments such as technical reviews and reports.

Comments: **Yes.** Information assessment can be captured by inputting support information into the 'Change Analysis' screens, and the RFC supports the embedding of attachments.

New | Affected Departments | Affected Contracts | **Change Analysis** | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | New Requirement

VIEW CHANGE REQUEST [168]

Workflow Status [Not Initiated]

Change Request Name: **Customer Satisfaction Resource Rates** Desired Completion Date: 3/12/2008

Category: Major Change Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: Create a capability by which potential customer satisfaction rates could be calculated by changing TAM and/or subcontractor staff. provide TAM & Subcontractor mean and standard deviation.

Description of current or potential non-conformance/justification:

Root Cause:

Issued By: Angelakis, Michael P. Date Issued: 3/7/2008 5:18:08 PM

Action Type: Improvement Priority: IMMEDIATE

Internal Audit Number:

Change Request Documents

Actions Summary:
6/4/2008 11:31:52 PM Entered by: Hadjikyriakou, George
As per Mike A., this Request has been cancelled.

NEW ANALYSIS FOR CHANGE REQUEST [168]

The mandatory editing fields are indicated with an asterisk *

*Describe the potential risks, impacts, and business benefits associated with the change request:

Identify and describe a methodology for reverting or remedying the change if found unsatisfactory after implementation:

SELECT DOCUMENT FOR CHANGE REQUEST [Customer Satisfaction Res

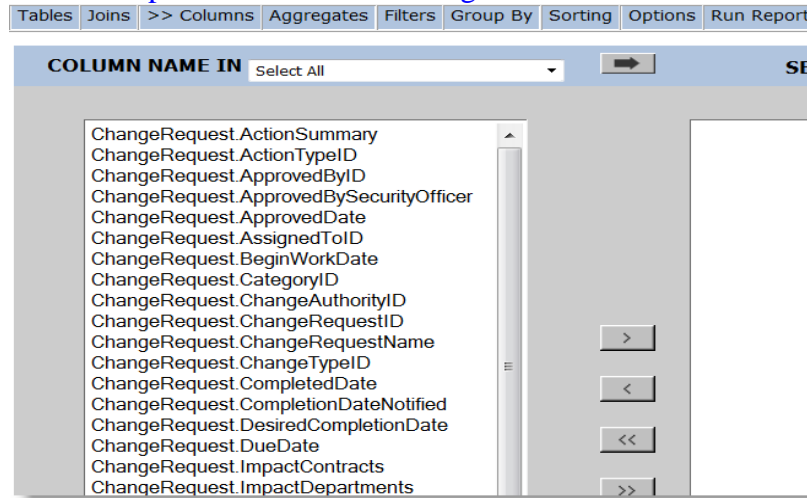
Change Request Document ID	Change Request Document Name	Date Created	Created By	Issue Identified	Date Reviewe
<input type="radio"/> g	CR168 - Model, Critical SubProcess, Goals	3/9/2008 10:38:23 AM	Hadjikyriakou, George	No	.

Change Management

9. Does the tool facilitate the production of Change schedules? For example, build, testing, and implementation schedules.

Comments: Yes. The RFC maintains several dates (Begin Work Date, Desired Completion date, and, Due Date) which may be queried via the search screen or by using the Ad-hoc reporting system. The RFC may also include software requirements or Project CI's to facilitate the collection of the current on-going work requirements.

Ad-hoc Report Generation Selecting Desired Fields and Dates



Simple Adhoc Report by Begin Work Date

ChangeRequestName	BeginWorkDate	DueDate	Description
Test Change Management Processes			Request was cancelled or withdrawn.
REQUEST WITHDRAWN - ITIL Requirement - Record (Log) Asset Modifications			Request was cancelled or withdrawn.
ITIL Requirement - Modify the Asset Record - Add a Lifecycle Status Field			Change Request has been implemented and is Closed
Add Dependency Relationship Descriptions to Assets (CI's).			Denied
Formal internal QA process for the Purchasing and Subcontractor Relations groups			Change Request Issued
Client Management Module			Change Request has been approved
Change Request for Naming Convention of Make/Model Equipment in the CED			Change Request Issued
Subcontractor's Number of Technicians			Request was cancelled or withdrawn.
ISO 20000 Registration NC 2			Request was cancelled or withdrawn.
ISO Implementation NC 5			Request was cancelled or withdrawn.
ISO 20000 Registration NC1A			Request was cancelled or withdrawn.
SLA Codes Request			Change Request has been approved

Export of the report to Excel for easy manipulations of the data

	A	B	C	D	E
1	Change Requests by Begin Work Date				
2	ChangeRequestName	BeginWorkDate	DueDate	Description	
3	Update all .net screens to display the Main Menu Tabs and the banner graphic.	6/5/2008 10:46	6/30/2008 10:46	Change Request has been approved	
4	Red River - Incident Module Change Requirements	6/4/2008 9:39	6/13/2008 9:39	Change Request has been approved	
5	Revision of BQM, Goals, Objectives and related QPs	4/3/2008 17:15	4/4/2008 17:13	Change Request has been implemented and is Closed	
6	Quantifiable & Attributable Change Management	2/6/2008 10:00	3/30/2008 18:00	Change Request has been implemented and is Closed	
7	Enhanced ADMC equipment list loading	2/9/2008 10:00	3/30/2008 18:00	Change Request has been implemented. Post Implementation Review Pending.	
8	Stakeholder Notifications	2/9/2008 12:09	3/30/2008 18:00	Change Request has been approved	
9	Inaccuracies in the Report 'Equipment Type Service Call Summary By Contract and Equipment Type'	2/11/2008 9:00	3/30/2008 18:00	Change Request has been implemented and is Closed	
10	Company Score Card Inaccuracies in the 'Total Parts Returned' field.	2/11/2008 9:00	3/30/2008 18:00	Change Request has been implemented and is Closed	
11	Company Score Card Inaccuracies in the 'Total Parts Shipped' field.	2/12/2008 9:00	3/30/2008 18:00	Change Request has been implemented and is Closed	
	Requirements development completion estimates	3/9/2008 11:07	3/30/2008 18:00	Change Request has been implemented	

Change Management

10. Does the tool facilitate the recording of back-out procedures within the Change record?

Comments: Yes. Back-out recording is provided within the RFC.

The screenshot displays a software interface titled "VIEW ANALYSIS FOR CHANGE REQUEST [548]". It is divided into two main sections. The top section, titled "Describe the potential risks, impacts, and business benefits associated with the change request", contains the text: "The risks associated with this Change Request are that there may be unforeseen problems or compatibility issues with the new version of the GCS Premier account software. The upgrade is needed to get the benefit of the accounting department acquiring all new desktop PCs with updated Windows 7 OSes and updated Office software (2010). They should experience better daily perceived work performance with the fast server and workstations." The bottom section, titled "Identify and describe a methodology for reverting or remedying the change if found unsatisfactory after implementation:", contains the text: "The reversion methodology is that we will maintain the old server 'as is' until the migration is confirmed a success." A blue oval highlights the bottom section's header.

VIEW ANALYSIS FOR CHANGE REQUEST [548]	
Describe the potential risks, impacts, and business benefits associated with the change request:	The risks associated with this Change Request are that there may be unforeseen problems or compatibility issues with the new version of the GCS Premier account software. The upgrade is needed to get the benefit of the accounting department acquiring all new desktop PCs with updated Windows 7 OSes and updated Office software (2010). They should experience better daily perceived work performance with the fast server and workstations.
Identify and describe a methodology for reverting or remedying the change if found unsatisfactory after implementation:	The reversion methodology is that we will maintain the old server "as is" until the migration is confirmed a success.

Change Management

11. Does the tool facilitate the scheduling of Change reviews for implemented Changes after definable time periods?

Comments: Yes. The RFC has a 'Post Implementation Review' tab which allows the establishment of a review schedule. Automatic notification is sent to the issuer when a review is due.

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review |

VIEW CHANGE REQUEST [548]

Workflow Status [Not Initiated]

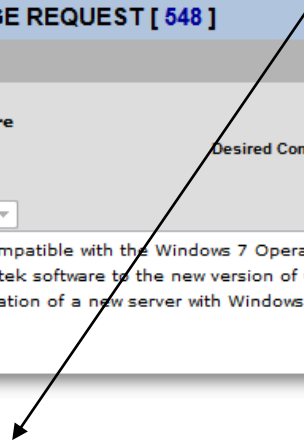
Change Request Name: **Upgrade Accounting Server and Software**

Category: Desired Completion Date: 12/31/2010

Change Type:

Change Authority:

Proposed Change:



SEARCH FOR POST IMPLEMENTATION REVIEW IN CHANGE REQUEST [548]

Date of Follow-up Audit From Date:

Date of Follow-up Audit To Date:

Assigned Auditor:

Audit Program Manager:

Actual Follow-up Date From Date:

Actual Follow-up Date To Date:

Was action taken effective?:

Resolution:



SELECT POST IMPLEMENTATION REVIEW FOR CHANGE REQUEST [548]

Audit Date	Actual Follow-up Date	Resolution	Action Effective?
10/7/2010 11:24:19 AM		The Account Department has been running on the new Deltek GCS Premier version for several weeks now without incident. It appears as if this migration was successful.	Yes

Change Management

12. Does the tool facilitate customization of reporting functions? For example, ability to build custom report types based upon multiple field, multiple record selection.

Comments: Yes. This can be accomplished using CENTRE's Ad-hoc reporting module. In this example, the change request data may be interrogated. Additionally, most of CENTRE's entry screens provide search capabilities on any single or combination of fields.

Ad-hoc screen

The screenshot shows an 'Ad-hoc screen' for reporting. At the top, there are tabs for 'Tables', 'Joins', '>> Columns', 'Aggregates', 'Filters', 'Group By', 'Sorting', 'Options', and 'Run Report'. Below the tabs, there is a header with 'COLUMN NAME IN' and a dropdown menu set to 'Select All', and 'SELECTED COLUMN' with a small icon. The main area is divided into two columns. The left column contains a list of fields from the 'ChangeRequest' table, including: ActionSummary, ActionTypeID, ApprovedByID, ApprovedBySecurityOfficer, ApprovedDate, AssignedToID, BeginWorkDate, CategoryID, ChangeAuthorityID, ChangeRequestID, ChangeRequestName, ChangeTypeID, CompletedDate, CompletionDateNotified, DesiredCompletionDate, DueDate, ImpactContracts, and ImpactDepartments. The right column is currently empty. Between the columns are navigation buttons: '>', '<', '<<', and '>>'.

Change Search Screen

The screenshot shows a 'SEARCH CHANGE REQUEST' screen. It features a search form with the following fields and options:

- Change Request ID: [Text input]
- Change Request Name: [Text input]
- Proposed Change: [Text input]
- Potential Non-Conformance/Justification: [Text input]
- Root Cause: [Text input]
- Actions Summary: [Text input]
- Category: [Select dropdown]
- Change Type: [Select dropdown]
- Change Authority: [Select dropdown]
- Action Type: [Select dropdown]
- Internal Audit Number: [Text input]
- Information Security Approval Required: [Select dropdown]
- Approving Security Officer: [Select dropdown]
- Issued By: [Select dropdown]
- Approved By: [Select dropdown]
- Assigned To: [Select dropdown]
- Status: [Select dropdown]
- Priority: [Select dropdown]
- Approved by Security Officer: [Select dropdown]

Below these fields are several date range search options, each with a checkbox and a note: 'For one specific date, both "Start" and "End" date values need to be entered.'

- Desired Completion Date From Date: [Date input]
- Desired Completion Date To Date: [Date input]
- Date Issued From Date: [Date input]
- Date Issued To Date: [Date input]
- Date Approved From Date: [Date input]
- Date Approved To Date: [Date input]
- Begin Work Date From Date: [Date input]
- Begin Work On Date To Date: [Date input]
- Due Date From Date: [Date input]
- Due Date To Date: [Date input]
- Completed Date From Date: [Date input]
- Completed Date To Date: [Date input]
- Validation Date From Date: [Date input]
- Validation Date To Date: [Date input]
- Date Last Updated From Date: [Date input]
- Date Last Updated To Date: [Date input]

Change Management

INTEGRATION CRITERIA

Terminology

1. Does the tool's use of terms and definitions align with ITIL terms and definitions?

Comments: **Yes.**

Incident Management

1. Do facilities exist for establishing and maintaining the logical association between Incidents and Changes? For example, automated linkage when a Change record is created based on an existing incident record.

Comments: **Yes. The Incident maintains links to associated RFC's and vice versa.**

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | Ne

VIEW CHANGE REQUEST [102]

Workflow Status [Not Initiated]

Change Request Name: **Modification of the RFC Labels and Table Elements**

Category: Standard Change
 Change Type: Software
 Change Authority: Software Engineering MRB
 Desired Completion Date: 7/6/2007

Proposed Change: To Satisfy ITIL Requirments as stated by Barry from Pink Elephant. He indicated that we should include a 'Change Type' field on the RFC of Hardware, Software, and Documentation, and to modify the label Classification to Category. After discussions with Lefteris and George, here is the layout.

Actions Summary:
 9/25/2007 3:38:47 P
 by:Hadjikyriakou, Ge
 Requirement 1008 h
 completed to satisfy

RFC Linkages

CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	175131
Change Request	Problem	3
Change Request	Requirement	1008
Change Request	Service Record	106545

Links to Incidents

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 106545
 Contract #: 8068-000
 Service Record Category: Incident
 Catalog Service: General Support (Service Call Management) - No Price Option - Confirmed

Status: Closed
 Classification: None
 Time Zone: 0
 Days: 5

Reference Incident: Request #: Reference Event #: Customer Reference #: 1168639
 Sub Reference #:

POC: Mary
 POC Phone: 614- POC Extension:
 POC @: Mary.
 Alternate POC:
 Alternate POC Phone: Alternate POC Extension:
 Caller: SD

Lookup Engineer: Select
 Engineer:
 Opened By: Guidry, Yves N. (Nino)
 Lookup TAM: Select
 TAM: Seager, Terence P.
 Lookup SME: Select

Opened: 06 13 20
 Contacted: 06 13 20
 Dispatched: 06 13 20
 Confirmed: 06 13 20
 On-Site: 06 14 20
 Next ETA: 06 18 20

Links to Problem Records

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 3
 Urgency: 3 - Medium-Significant
 City: Columbus
 State: OH
 Zip: 43215-2463
 Country: United States

Impact: 3 - Medium-Significant
 Item Type: Printer
 Subcomponent: Case Parts Laser
 Manufacturer: DELL
 Model #: M5200

Priority: 3 - Medium-Signif
 Status: Closed (Permane
 Manager: Vespe, Robert R.
 Creation Date: 06 19 2007
 Closed Date: 10 26 2012

Problem Description: PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray.
 Problem Fix: #BF-TC 06/18/07 11:30
 #BF-SR 06/18/07 11:30

Related Incidents:
 106545
 105988

Change Management

2. Does the tool facilitate the communication of Change information and schedules that can be distributed to the Service Desk and user groups? For example, the use of email, change schedules and whiteboard communication methods.

Comments: Yes. All change requests are identified on the user's home screen. The user has the option to view the stages of their individual RFC's or view the stages of all RFC's

Vespe, Robert R.
Welcome to CENTRE version 4.8.9

My Change Requests As the Issuer		Records
Active Records of Interest:		2
with Status Issued:		1

My Workflows		
Pending Actions		0
Initiated		0
Cancelled		1
Completed		0
Expired		0

New Service Records Not Yet Assigned		Records
Active Records of Interest:		2
Created by Remote Users:		2

Change Requests of Interest		Records
Active Records of Interest:		183
with Status Issued:		44
with Status Approved:		103
with Status Post Implementation Review:		9

Developed by ITG Inc. 2745 Hartland Road, Falls Church, Va. 22043
All Rights Reserved © 2010

Change Management

Problem Management

1. Do facilities exist for establishing and maintaining the logical association between Problem Records and Changes? For example, automated linkage when a Change record is created based on an existing problem record.

Comments: Yes. The linkage between the RFC and the Problem record is facilitated on the RFC 'Configuration Items' screen. Problem Records may be identified as 'Problem', 'Known Error', or 'Closed'. Additionally, Problem records maintain links to RFC's

RFC

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | **VIEW CHANGE REQUEST [102]**

Workflow Status [Not Initiated]

Change Request Name: **Modification of the RFC Labels and Table Elements** Desired Completion Date: 7/6/2007

Category: Standard Change Change Type: Software Change Authority: Software Engineering MRB

Proposed Change: To Satisfy ITIL Requirements as stated by Barry from Pink Elephant. He indicated that we should include a 'Change Type' field on the RFC of Hardware, Software, and Documentation, and to modify the label Classification to Category. After discussions with Lefteris and George, here is the layout.

Actions Summary: 9/25/2007 3:38:47 PM by: Hadjikyriakou, George Requirement 1008 has been completed to satisfy

RFC Linkages

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	175131
Change Request	Problem	3
Change Request	Requirement	1008
Change Request	Service Record	106545

Links to Problem Records

New | Change Request | Notify | Help

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 3 Impact: 3 - Medium-Significant Priority: 3 - Medium-Significant

Urgency: 3 - Medium-Significant Item Type: Printer Status: Closed (Permanent Fix Available)

City: Columbus Subcomponent: Case Parts Laser Manager: Vespe, Robert R.

State: OH Manufacturer: DELL Creation Date: 06 19 2007

Zip: 43215-2463 Model #: M5200 Closed Date: 10 26 2012

Country: United States

Problem Description:	Problem Fix:	Related Incidents:
PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. PRINTER: Customer states the printer does not work unless you hold the door closed on the paper tray. Customer states legal paper tray appears to have been taped in the past. Please assist. UID: 047224	#BF-TC 06/18/07 11:30 #BF-SR 06/18/07 11:30 jin replaced the cover cable Entered on: 6/18/2007 12:06:21 PM by: Reed, Steven W.	106545 105988 106030 106514 106835

Problem Record Links

CHANGE REQUESTS FOR PROBLEM [3]				
Change Request #	Change Request Name	Change Authority	Issued Date	Approv
57	Add an additional line entry titled 'Related RFC's on the PPMS Screen	Software Engineering MRB	1/26/2007 4:17:15 PM	2/8/2007
102	Modification of the RFC Labels and Table Elements	Software Engineering MRB	6/22/2007 5:21:55 PM	6/22/2007

Change Management

Configuration Management

1. Does the tool facilitate the task of updating CI information in the CMDB? For example, is the Change tool integrated with the CMDB to the level that CI records can be associated to the Change record and be updated as part of the Change Management workflow?

Comments: **Yes.** CENTRE facilitates this by maintaining the CI information and linkage within the RFC

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | Ne

VIEW CHANGE REQUEST [102]

Workflow Status [Not Initiated]

Change Request Name: **Modification of the RFC Labels and Table Elements** Desired Completion Date: **7/6/2007**

Category: Standard Change Change Type: Software Change Authority: Software Engineering MRB

Proposed Change: To Satisfy ITIL Requirements as stated by Barry from Pink Elephant. He indicated that we should include a 'Change Type' field on the RFC of Hardware, Software, and Documentation, and to modify the label Classification to Category. After discussions with Lefteris and George, here is the layout.

Actions Summary:
9/25/2007 3:38:47 P
by:radjikyriakou, Ge
Requirement 1008 h
completed to satisfy

RFC Linkages

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	175131
Change Request	Problem	3
Change Request	Requirement	1008
Change Request	Service Record	108545

Change Management

2. Is the change tool able to access CI detail to assist in the assessment of Change authorization? For example, the use of impact information such as relationships and CI criticality when considering authorization of a Change request?

Comments: **Yes.** The change management record links to the CI via the selection of configuration items source records. The CI record maintains the Urgency, Impact, and Priority values which may be used in the authorization of a change request.

Selected CI's associated to the change record

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	175131
Change Request	Problem	3
Change Request	Requirement	1008
Change Request	Service Record	108545

CI
Item Relationships | View CI Log | Duplicate Record | Edit CI Change Request | Assign Services | Help

VIEW CONFIGURATION ITEM [175131]

Contract #: 5999-000	POC Phone: 703-698-8282	Extension: 257
POC: George Harris	Alternate POC Phone:	Extension: 226
Alternate POC: Sung Yoon	Price:	
CI Number: CHK0647V1FQ	Price Type:	
CI Number Log CI Number Summary	Warranty Start:	
Old CI Number:	Warranty End:	
Item Type: Networking Devices	Agency: ITg HQ	
Subcomponent: None	Site/Location: Server Room	
Model: cisco WS-C3550-12T	Address 2: 2745 Hartland Road	
Description: ITG-Access-Switch04	City: Falls Church	
Manufacturer: CISCO	State: VA Zip: 22043	
Quantity:	Country: United States	
CLIN:	Lifecycle Status: Recycled	
Asset Tag: 505913	Response SLA Hours: 0	
Urgency: 3 - Medium	On-Site SLA Hours: 0	
Impact: 3 - Medium	Repair SLA Hours: 0	

The CI may also identify dependencies when considering RFC's

CONFIGURATION ITEM RELATIONSHIPS

CI Number: [CHK0647V1FQ](#) City: Falls Church Urgency: 3 - Medium
 Manufacturer: CISCO State: VA Impact: 3 - Medium
 Configuration Item Type: Networking Devices Zip: 22043
 Model: cisco WS-C3550-12T Country: United States
 Description: ITG-Access-Switch04

Relationship Type	CI Number	Manufacturer	Configuration Item Type	Model	City	State	Zip Code	Country	Urgency	Impact	Add/
PARENT TO	BZDS72300030	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490481	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	ECHK4490327	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	FOC0801W24C	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	

Change Management

Release & Deployment Management

1. Does the tool facilitate integration with Release and Deployment activities by supporting Release and Change workflow integration at the task and record level?

Comments: Yes. RFC's become Software Requirements when approved and scheduled. Software requirements get bundled to form a release (delta, full, etc.) Software requirements are linked to the change request and project task where hours are estimated and captured.

The image shows two screenshots from a software management tool. The top screenshot is titled "VIEW CHANGE REQUEST [12]" and shows a form for a change request. The "Change Request Name" is "Create an Asset (CI) Dependency Lookup Table". The "Status" is "Closed". The "Approved By" is "Hadjikyriakou, George". The "Approved by Security Officers" section shows "Requirements: 1" and "Service Records: 0". A blue oval highlights the "Requirements: 1" field, with an arrow pointing to a second screenshot. The second screenshot is titled "VIEW REQUIREMENT [743]" and shows a requirement form. The "Requirement Category" is "Software". The "Requirement Description" is "Establish Dependency Relationships. When the 'Equipment Dependencies' TAB is selected for an asset, the relationship of the selected asset and the relationship of the dependencies needs to be established (child, parent, peer). These relationship descriptions are to be selected from a dependency lookup table." The "Requirement Rational" is "OID - Change Request # 12 - ITIL Configuration Management, Configuration Management Question - 4. Is the tool able to customize the CI relationship models to meet organizational requirements? For example, parent/child, peer-to-peer, upstream/downstream relationships." The "Task" is "2297".

Change Management

VIEW TASK UNDER PROJECT [CENTRE - Release 4.5.9]

Workflow Status [Not Initiated]

Task Name: Requirement 743

Task Description:

Predecessor Task: None
 Milestone

Region/Area:

Task Type: Select
 Task Manager: Select
 Task Status: Completed

Release 4.5.9. including Requirement 743

Requirements Score Card for Program [ITG CENTRE] - Release [4.5.9]

Line Item	Requirement ID	Tasks	Status	Assigned To Resource	Requirement Type	Validation By	Requirement Review Issues Identified	Peer Review Issues Identified	Resource Conducted Peer Review	Total Estimated Hours	Total Actual Hours	% Variance	Total Defects Pre-Release	Total Defect Post-Release
1	743	2	Closed	Ludwig, Michael	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	12	16	-33.33	0	0
2	743	1	Closed	Srikanth K	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	62	60	3.23	3	5
3	744	1	Closed	Guttikonda, Maheedhar	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	37	46	-24.32	0	0
4	750	1	Closed	Pangalos, Spyro (n)		None	No	No	Hadjikyriakou, George	21.38	30	-40.32	0	6
5	751	1	Closed	Guttikonda, Maheedhar	New Functionality	Hadjikyriakou, George	No	No	Hadjikyriakou, George	34.5	40	-15.94	1	1
6	789	1	Closed	Hadjikyriakou, George	Defect	None	No	No	Fellers, Bridget S.	1	1	0	0	0
7	770	1	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	8	8	0	0	0
8	771	1	Closed	Fellers, Bridget S.	New Functionality	Gardner, Glenn	No	No	Hadjikyriakou, George	37	40	-8.11	0	1
9	772	0	Closed	Pangalos, Spyro (n)	Defect	None	No	No	Fellers, Bridget S.	4.5	4	11.11	0	0
10	776	1	Closed	Fellers, Bridget S.	Defect	None	No	No	Hadjikyriakou, George	1	1	0	0	0
11	777	0	Closed	Pangalos, Spyro (n)		None	No	No	Hadjikyriakou, George	1.5	1	33.33	0	0
12	783	0	Closed	Hadjikyriakou, George		None	No	No	Fellers, Bridget S.	2	2	0	0	0
13	790	0	Closed	Pangalos, Spyro (n)	Defect	Gardner, Glenn	No	No	Fellers, Bridget S.	2.25	2	11.11	0	0
14	791	0	Closed	Hadjikyriakou, George	Defect	Gardner, Glenn	No	No	Fellers, Bridget S.	2	2	0	0	0
15	792	0	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	2	2	0	0	0
16	793	0	Closed	Guttikonda, Maheedhar	Defect	None	No	No	Hadjikyriakou, George	2	3	-50	0	0
17	796	0	Closed	Pangalos, Sovro (n)		None	No	No	Hadjikyriakou, George	11.25	10	11.11	0	0

Change Management

OPTIONAL CRITERIA

1. Does the tool facilitate the identification of post implementation impact and resource utilization for completed Changes? For example, are Incidents and Problems resulting from an implemented Change easily identified? Also, can planned vs. actual resource utilization be tracked and analyzed?

Comments: Yes. The tool maintains post implementation review notes and dates. Problem record ID's are hyperlinked within the RFC record and the Problem records maintain a list of the incident(s). The RFC may also be linked to the 'Project Management' system to track and analyze the planned vs. actual utilization of project resources.

New | Affected Departments | Affected Contracts | Change Analysis | Process Areas | DAR | Post Implementation Review | Assessments | Configuration Items | Ne

VIEW CHANGE REQUEST [102]

Workflow Status [Not Initiated]

Change Request Name: **Modification of the RFC Labels and Table Elements**
 Category: Standard Change
 Change Type: Software
 Change Authority: Software Engineering MRB
 Proposed Change: To Satisfy ITIL Requirements as stated by Barry from Pink Elephant. He indicated that we should include a "Change Type" field on the RFC of Hardware, Software, and Documentation, and to modify the label Classification to Category. After discussions with Lefteris and George, here is the layout.

Desired Completion Date: 7/6/2007

Actions Summary:
 9/25/2007 3:38:47 P
 by: Hadjikyriakou, Ge
 Requirement 1008 h
 completed to satisfy

SELECT POST IMPLEMENTATION REVIEW FOR CHANGE REQUEST [102]

Audit Date	Actual Follow-up Date	Resolution	Action Effective?	Assigned Auditor
8/20/2007 10:41:57 AM	8/20/2007 10:41:57 AM	Modifications made according to RFC. Created the ITIL Change Management Assessment to include these modifications	Yes	Vespe, Robert R.

CONFIGURATION ITEM SOURCE RECORDS

Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	175131
Change Request	Problem	3
Change Request	Requirement	106545
Change Request	Service Record	106545

VIEW SERVICE RECORD

Workflow Status [Not Initiated]

Service Record #: 106545
 Contract #: 8068-000
 Service Record Category: Incident
 Catalog Service: General Support (Service Call Management) - No Price Option - Confirmed

Status: Closed
 Priority: 1 - Low
 QA Complete: Attempted To Survey
 Classification: None
 Time Zone: 0
 Days: 5

Reference Incident #: [3](#)
 Reference Request #: [106545](#)
 Reference Event #: [106545](#)
 Customer Reference #: 8639
 Sub Reference #: [106545](#)

POC: Maryar
 POC Phone: 614 420 5727
 POC Extension:
 POC @: MaryAnn_Creager@hud.gov
 Alternate POC:
 Alternate POC Phone:
 Alternate POC Extension:
 Lookup Engineer: Select
 Engineer:
 Opened By: Guidry, Yves N. (Nino)
 Lookup TAM: Select
 TAM:
 On Site:
 Opened: 06 13 2007
 Contacted: 06 13 2007
 Dispatched: 06 13 2007
 Confirmed: 06 13 2007
 On Site: 06 13 2007

VIEW PROBLEM

Workflow Status [Not Initiated]

Problem #: 3
 Urgency: 3 - Medium-Significant
 City: Columbus
 State: OH
 Zip: 43215-2463
 Country: United States

Impact: 3 - Medium-Significant
 Item Type: Printer
 Subcomponent: Case Parts Laser
 Manufacturer: DELL
 Model #: M5200

Priority: 3 - Medium-Significant
 Status: Closed (Permanent)
 Manager: Vespe, Robert R.
 Creation Date: 06 19 2007
 Closed Date: 10 26 2012

Problem Description: PRINTER: Customer states the printer does not work
 Problem Fix: #BF-TC 06/18/07 11:30
 Related Incidents: 106545

Change Management

Organization Name	Integration Technologies Group, Inc.
Brand name of Product	CENTRE (Common ENTerprise, REsource, system)
Version of Product to be Assessed	Release 4.6.8
Client Contact Name and Title	Robert R. Vespe Consultant
Address	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
Phone #	305 909-3591
Email	Robert.Vespe@ITGOnline.com

Revised 12/23/2013