



**Information Management Unit,  
Corporate GIS:  
Change Management Plan**

Version 1.2

04 September 2018

**Revision History**

Revision	Date	Authors	Remarks
Version 1.0	23 August 2018	Onke Mconi	
Version 1.1	24 August 2018	Onke Mconi	Minor alterations made to Version 1.0
Version 1.2	04 September 2018	Onke Mconi	Minor alterations made to Version 1.1

---

## Contents

---

1. Executive Summary.....	1
2. Introduction.....	2
a. Purpose of the Change Management Plan.....	2
b. Scope of the Change Management Plan.....	2
c. Definition, Acronyms and Abbreviations.....	2
3. Change Management Process .....	4
a. Workflow .....	4
b. Change Management Log.....	4
c. Evaluating and Authorizing Change Request.....	4
d. Change Control Board.....	5
e. Roles and Responsibilities.....	5
f. Activities.....	6
Appendix A: Change Management Plan Approval .....	8

## **1 Executive Summary**

One of the most recurrent problems IT organizations face is how to handle efficiently the steadfast need for doing all kind of changes. Poorly managed changes can have a negative impact on the business through service disruption and delay in identifying business requirements.

Change Management is the process in ITIL aimed to deal with managing changes. The main purpose is to standardize methods and procedures for the efficient and prompt handling of all changes, minimizing the overall risk for the business.

## 2 Introduction

### a. Purpose of the Change Management Plan

The Change Management process establishes an orderly and effective procedure for tracking the submission, coordination, review, evaluation, categorization and approval for release of all changes to the project's or service's baselines.

The intent of this document is to ensure that specific agreed steps will be followed for every type of change. The information here will be the basis to automate this process.

### b. Scope of the Change Management Plan

This document applies to the Information Management Unit, Corporate GIS.

This document encompasses:

- Workflow for all activities required to management change requests or changes to existing services
- Roles and responsibilities for all persons involved in managing change requests
- Main inputs and outputs between activities

### c. Definitions, Acronyms and Abbreviations

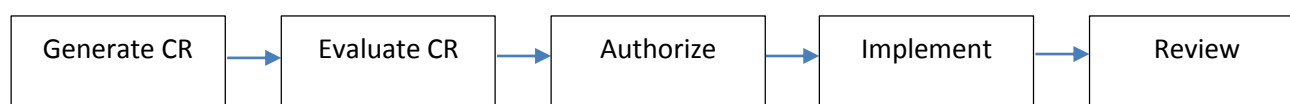
Term	Definition
Change	The addition, modification or removal of anything that could have an effect on IT services.
Change Advisory Board (CAB)	A group of people that support the assessment, prioritization, authorization and scheduling of changes.
Change Evaluation	The process responsible for formal assessment of a new or changed IT service to ensure that risks have been managed and to help determine whether to authorize the change.
Change Management	The process responsible for controlling the lifecycle of all changes.
Change Model	A repeatable way of dealing with a particular category of change.
Change Record	A record containing the details of a change.
Change Schedule	A repeatable way of dealing with a particular category of change.
Charter	A document that contains details of a new service, a significant change or other significant project.
Configuration Item (CI)	Any component or other service asset that needs to be managed in order to deliver an IT service.
Critical Success Factor (CSF)	Something that must happen if an IT service, process, plan, project or other activity is to succeed.

<b>Term</b>	<b>Definition</b>
Emergency Change	A change that must be introduced as soon as possible
Emergency Change Advisory Board (ECAB)	A subgroup of the change advisory board that makes decisions about emergency changes.
Impact	A measure of the effect of an incident, problem or change on business processes.
Normal Change	A change that is not an emergency change or a standard change. Normal changes follow the defined steps of the change management process.
Priority	A category used to identify the relative importance of an incident, problem or change.
Process	A structured set of activities designed to accomplish a specific objective.
Release and Deployment Management	The process responsible for planning, scheduling and controlling the build, test and deployment of releases, and for delivering new functionality required by the business while protecting the integrity of existing services.
Request For Change (RFC)	A formal proposal for a change to be made.
Risk	A possible event that could cause harm or loss, or affect the ability to achieve objectives.
Role	A set of responsibilities, activities and authorities assigned to a person or team.
Standard Change	A pre-authorized change that is low risk, relatively common and follows a procedure or work instruction.
Work Order	A formal request to carry out a defined activity.

### 3 Change Management Process

#### a. Workflow

Step	Description
Generate CR	A submitter completes a CR Form and sends the completed form to the Change Manager
Evaluate CR	Project (service) personnel review the CR and provide an estimated level of effort to process, and develop a proposed solution for the suggested change
Authorize	Approval to move forward with incorporating the suggested change into the project/service
Implement	If approved, make the necessary adjustments to carry out the requested change and communicate CR status to the submitter and other stakeholders
Review and Communication	Check that change has met its objectives and communicate the change



#### b. Change Management Log

Element	Description
Date	The date the CR was created
CR#	Assigned by the Change Manager (where applicable)
Title	A brief description of the change request
Description	Description of the desired change, the impact, or benefits of a change should also be described
Submitter	Name of the person completing the CR Form and who can answer questions regarding the suggested change
Phone	Phone number of the submitter
E-Mail	Email of the submitter
Product	The product that the suggested change is for
Version	The product version that the suggested change is for
Priority	A code that provides a recommended categorization of the urgency of the requested change (High, Medium, Low)

#### c. Evaluating and Authorizing Change Request

Change requests are categorized using the following criteria:

Type	Description
Major	Major changes are high impact and high risk may alter production systems

Standard	These are generally pre-approved changes that have low risk an low impact
Minor	Minor changes are generally normal changes that do not have a major impact and are less risky to execute
Emergency	Emergency changes are unexpected interruptions that need to be fixed as quick as possible

Change requests are evaluated and assigned one of the following nature:

Nature
Applications Development
Database Management
Spatial Data
Photogrammetric

#### d. Change Control Board

A Change Control Board (CCB) is a formally constituted group of stakeholders responsible for approving or rejecting changes to the project baselines. This group may meet on an as needed basis. The table below provides a brief description of personnel acting as the Change Control Board (CCB) and their role/level of authority within that group.

Role	Name	Contact	Description
Manager (Applications Development)	Onke Mconi	0313227107	Applications Development
Manager (Spatial Database)	Denis Bodeker	0313114058	Database Management
Senior Manager (GIS Support)	Zanele Gwala	0313114067	GIS Support

#### e. Roles and Responsibilities

The roles that shall be implemented for the correct implementation of the Change Management process and the Change Models and the responsibilities they shall perform are listed in the Table 1. Role and Responsibilities.

Role	Responsibilities
Change Administrator	Provides support to the Change Manager
	Manages records and reports
Change Analyst	Makes recommendations
	Understands technical issues and impact
Change Assessor	Assess change
	Helps in the authorization process



Change Authority	Authorizes or rejects a change
Change Implementer	Implements an authorized change
Change Management Process Owner	Accountable to senior management for the proper design, execution, and improvement of the process
	Has the executive authority for the overall process
	Identifies and manages Critical Success Factors (CSF)
	Leads process improvement
Change Manager	Oversees the overall Change Management process
	Coordinates day-to-day execution of the process
	Schedules change implementation
	Accepts and classify change requests
	Chairs the CAB and ECAB meetings
Change Owner	Responsible for an individual change
Requestor	Submits change requests
	Provides information as needed

Table 1. Role and Responsibilities

## f. Activities

The activities that shall be executed as part of the overall Change Management process and the Change Models are listed in the Table. 2 Activities.

Step	Name	Responsible	Status	Description	Inputs	Outputs
1.1	Create RFC	Requestor	Requested	Collect all the information about the Change		RFC
1.2	Submit RFC	Requestor	Requested	Submit RFC to Change Management	RFC	RFC
2.1	Review RFC	Change Manager	Requested	Review and complete information if needed	RFC	Change
2.2	Classify Change	Change Manager	Requested	Not valid, standard, normal or urgent	Change	Change

Step	Name	Responsible	Status	Description	Inputs	Outputs
2.3	Reject Request	Change Manager	Rejected	Impractical, already considered or incomplete	Change	Response
3.1	Implement change	Change Implementer	Accepted	Implemented by some process (e.g. Release & Deployment Management)	Work Orders	Change
3.3	Review Change	Change Owner	Accepted	Check that change has met its objectives	Change	
3.4	Close Change	Change Owner	Closed	Close the record and notify requestor	Service Request	Response

Table. 2 Activities

## Appendix A: Change Management Plan Approval

The undersigned acknowledge they have reviewed the **Change Management Plan** and agree with the approach it presents. Changes to this **Change Management Plan** will be coordinated with and approved by the undersigned or their designated representatives.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Role: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Role: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Title: \_\_\_\_\_

Role: \_\_\_\_\_