



# Change Advisory Board

*ITIL COIN*

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***NORTHROP GRUMMAN***

## AGENDA

- ▶ Recap: Information Technology Infrastructure Library (ITIL) Project
- ▶ Change Advisory Board (CAB)
- ▶ Change Advisory Board Benefits
- ▶ Change Type Classifications
- ▶ CAB Member Roles & Responsibilities
- ▶ Summary

## ITIL (Information Technology Information Library) is a guide to establishing and managing quality IT processes

- ▶ ITIL project consists of 10 processes. Phase 1 of the ITIL deployment addresses 3 of them: Change, Configuration and Release Management. The goals are:
  - **Change Management:** Improve the quality of the Commonwealth's infrastructure by providing effective awareness and control over hardware and software changes
  - **Configuration Management:** Support quality service management by providing complete and accurate information regarding all elements of the IT infrastructure, including services and documentation
  - **Release Management:** Promote a holistic view of changes to ensure they are migrated into production environments in the most effective manner
- ▶ ITIL protects the ITP infrastructure through controlled change. It provides a central source of infrastructure and service management information
- ▶ ITIL reduces time spent tracking down the source of IT errors and reduces time spent implementing emergency changes. ITIL provides greater insight into changes that have been made and whether changes have achieved intended objectives

# ITIL Program Status

## ▶ Phase 1 Key Dates: ITIL® Change, Configuration and Release Management

- Process Implementation
- Agency Pilot (VITA) – May → July
  - GO-LIVE date for VITA Pilot June 18, 2007
- IT Partnership Integration – ITP Training completed
- **Revised Plan:** Three Phase Beta Pilot with ITP and Agencies
- ITP generated **Infrastructure changes only**
- **Agency participation is via CAB only – no CR's at this time**
- Phase 1 – 3 Agencies and ITP support personnel
- Phase 2 larger group of Agencies
- Phase 3 Final group of agencies
- Beta Pilot Phase 1 GO-LIVE ~ July 23
- Agency Application Change Management Integration beginning after Phase 1 Beta Pilot

# Change Advisory Board Summary

## ▶ The CAB is:

- A forum where individuals involved in the Change Management process convene to formally accept changes before they are implemented in the production environment
- Designed to validate necessary due diligence has taken place to insure changes will be implemented effectively and efficiently with minimal potential impacts
- An opportunity to document formal acceptance of planned changes

# The Change Advisory Board is NOT...

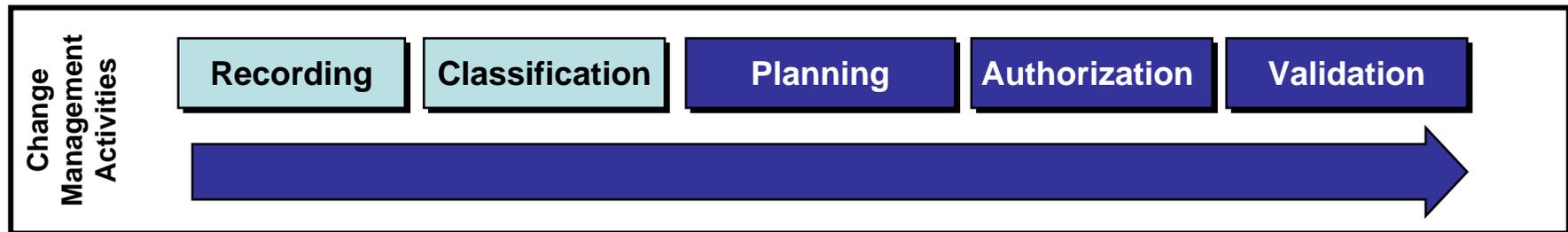
## ▶ A forum for extensive deliberation on changes

- Most of the distribution of information and discussion / evaluation of impacts take place prior to and outside of the meetings
- Changes are approved by management prior to creation of a CR

## ▶ A voting body

- Change Management is accountable for making sure necessary information and ideas have been exchanged prior to changes going into production

# The CAB is part of the Change Management process



## ▶ The CAB manages:

- The process of authorizing changes
- Disruptions to ensure minimal impact on the infrastructure
- Validation to insure proper research and relevant input has been sought prior to approval

## ▶ The goal of the CAB is to manage changes that could impact IT's ability to deliver services through a single, centralized process of authorization, scheduling and control to ensure that the IT Infrastructure is aligned to agency requirements

# Change Advisory Board Benefits

- ▶ Enables communication between stakeholders and the assessment of changes to the production IT infrastructure
- ▶ Ensures all impacted parties are informed and their interests considered
- ▶ CAB meeting minutes provide an auditable source of information about change requests
- ▶ The Forward Schedule of Changes is utilized and updated as a result of the CAB
- ▶ Provides a vehicle to perform post-implementation reviews

# Change Requests will be segmented into four categories of changes

## Change Request Classifications

| Change Class     | Criteria  | Expected Authorization  |
|------------------|---|---|
| <b>Emergency</b> | <ul style="list-style-type: none"> <li>– Unplanned changes</li> <li>– Service is down, requires immediate attention to restore</li> <li>– Always High Priority</li> </ul>                           | <ul style="list-style-type: none"> <li>– Emergency CAB (ECAB) authorizes</li> <li>– As soon as the ECAB can be contacted</li> </ul> |
| <b>Major</b>     | <ul style="list-style-type: none"> <li>– Planned changes of higher complexity</li> <li>– Service has <b>potential</b> to be impacted, but planning and scheduling mitigate outage</li> </ul>        | <ul style="list-style-type: none"> <li>– Scheduled CAB authorizes</li> </ul>  |
| <b>Minor</b>     | <ul style="list-style-type: none"> <li>– Planned changes of lower to medium complexity</li> <li>– Service generally not impacted</li> </ul>   | <ul style="list-style-type: none"> <li>– Change Manager authorizes</li> </ul>   |
| <b>Standard</b>  | <ul style="list-style-type: none"> <li>– Planned, funded, routine changes</li> <li>– No impact to services</li> <li>– Low impact, Low priority changes typically repeated and well known</li> </ul> | <ul style="list-style-type: none"> <li>– Pre- authorized</li> </ul>   |

# CAB Members: Roles & Responsibilities

## ▶ The IT Partnership

- Change Manager: CAB meeting chairperson, CAB meeting organizer, Evaluates changes requests, Authorizes change requests based upon the advice of the CAB attendees
- Change Submitter: as needed to provide input
- Impacted Support Staff: as needed to provide input

## ▶ Agencies

- Authorized Agency representative: will be asked to review change requests prior to the CAB meeting and be prepared to authorize changes

## ▶ All Members

- All members will be expected to review relevant documentation prior to the meeting
- Raise significant issues with changes prior to, not during, the CAB meeting

# Emergency Change Advisory Board

- ▶ Selected members of the regular CAB will comprise the Emergency CAB (ECAB)
- ▶ In the event of the Emergency Change, the ECAB, Change Requestor ITP Senior Service Delivery Manager and Agency representative will decide on the implementation of an Emergency Change
- ▶ The Emergency Change Request and necessary documentation will be submitted as a secondary priority to bringing services back online

# Channels for additional information

## ► Sources for more information about ITIL:

- Agency Customers: Go to <http://www.vita.virginia.gov/itpartnership/meetings.cfm>
- ITP and VITA 3.0 employees: ITIL page on VITAWeb contains ITIL information: Go to <https://vitaweb.virginia.gov/C2/ITIL/default.aspx> - **Use your DITLAN account to access the site**
- COIN meetings
- Monthly newsletters (e.g. Network News, IT Partnership News)
- VITA Transformation POC
- ITIL Change Champions



# Questions

