Information Technology Services
Change Management Categories

Business as Usual
- No requirement for formal change process
  (e.g. Phone handset reconfig, adding/removing user, password changes, redirect printing)

Accredited Change
- Routine non-urgent change
- Well documented repeated process
- Limited potential to cause impact
- Low complexity

Normal Change
- Less common and important change
  - May impact a significant number of customers (whole department)

Complex Change
- Highly Complex
  - Critical Service or Application
  - May involve multiple teams
  - Could impact entire university

Master Change
- “Place Marker” change to house future prod changes.
  - Major Projects, Maintenance schedules (e.g. Annual RCD testing schedule, or new application project.)

Emergency Pre-emptive Change
- Emergency/Unplanned Pre-emptive/Planned
  - Response to, or preventing a major incident or outage
  - Significant impact to many users

Documentation
- ITSM tool work requests
- ITSM Tool Module forms
  - Documented history of successful changes
  - Work-plan, communication, testing, back-out plan, impact and risk
- ITSM tool RFC form
  - Mandatory fields and attachments
  - Work-plan, communication, testing, back-out plan, impact and risk
- ITSM tool RFC form
  - Mandatory fields and attachments
  - Work-plan Run-sheet, communication plan, testing, back-out method and time, impact and risk
- ITSM tool RFC form
  - Mandatory fields and attachments
  - Business plan, Long term Work-plan
- Incident to be raised
  - Verbal/formal approval
  - Retrospective change created

Assessment
- Team Leader
- Pre-Approved
- Assessment Teams
- Assessment Teams + Change Advisory Board
- Change Advisory Board
- Approval level based on the Emergency Approval Matrix

Number of Users Impacted