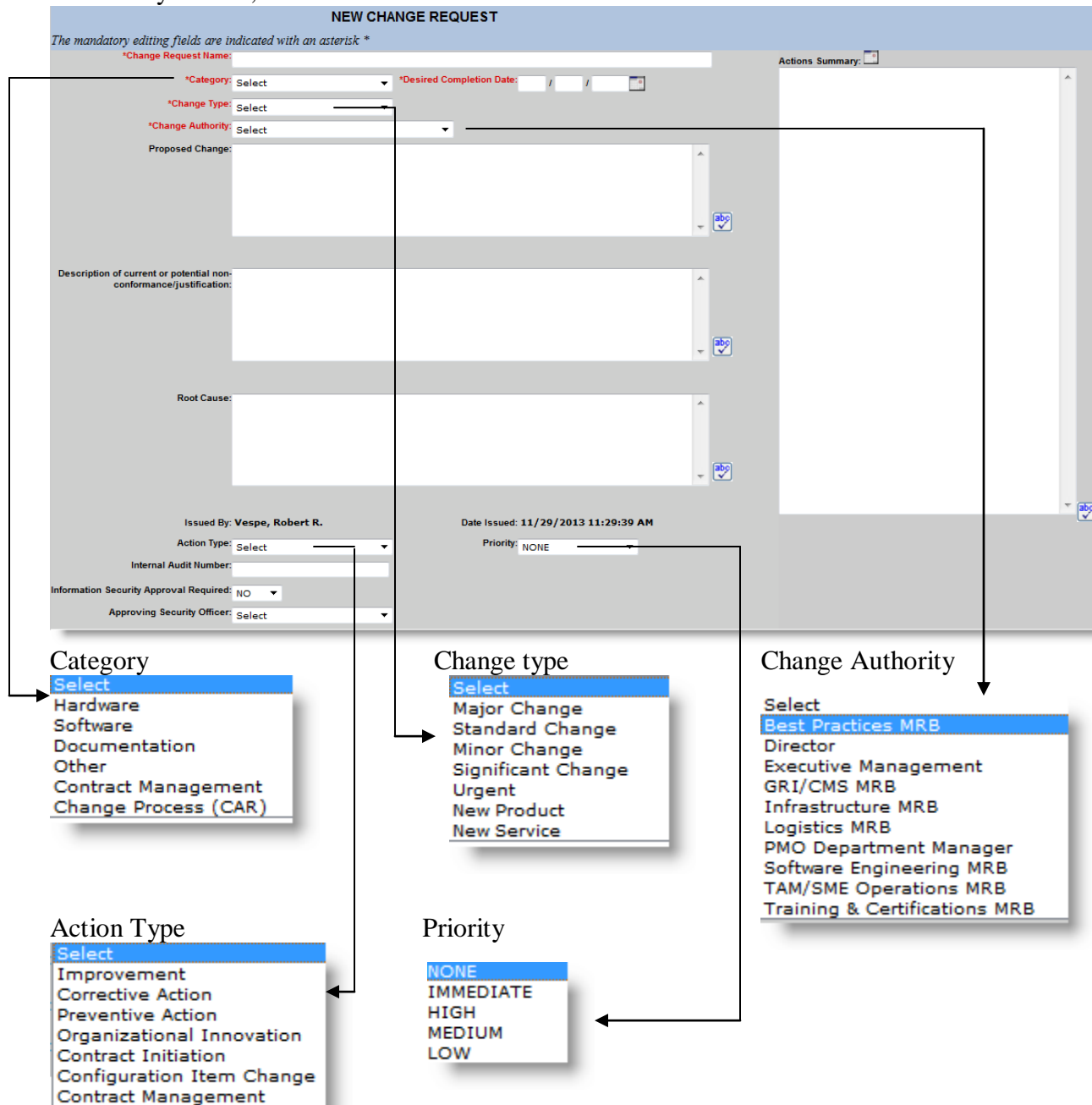


# Change Management

1. Does the tool facilitate the recording and storage of RFCs 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 with the following fields and callouts:

- Change Request Name:** \*Change Request Name: (Mandatory)
- Category:** \*Category: Select (Mandatory)
- Change Type:** \*Change Type: Select (Mandatory)
- Change Authority:** \*Change Authority: Select (Mandatory)
- 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:** Select
- Internal Audit Number:** Text field
- Information Security Approval Required:** NO
- Approving Security Officer:** Select
- Priority:** NONE

Callout boxes for dropdown menus:

- 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*

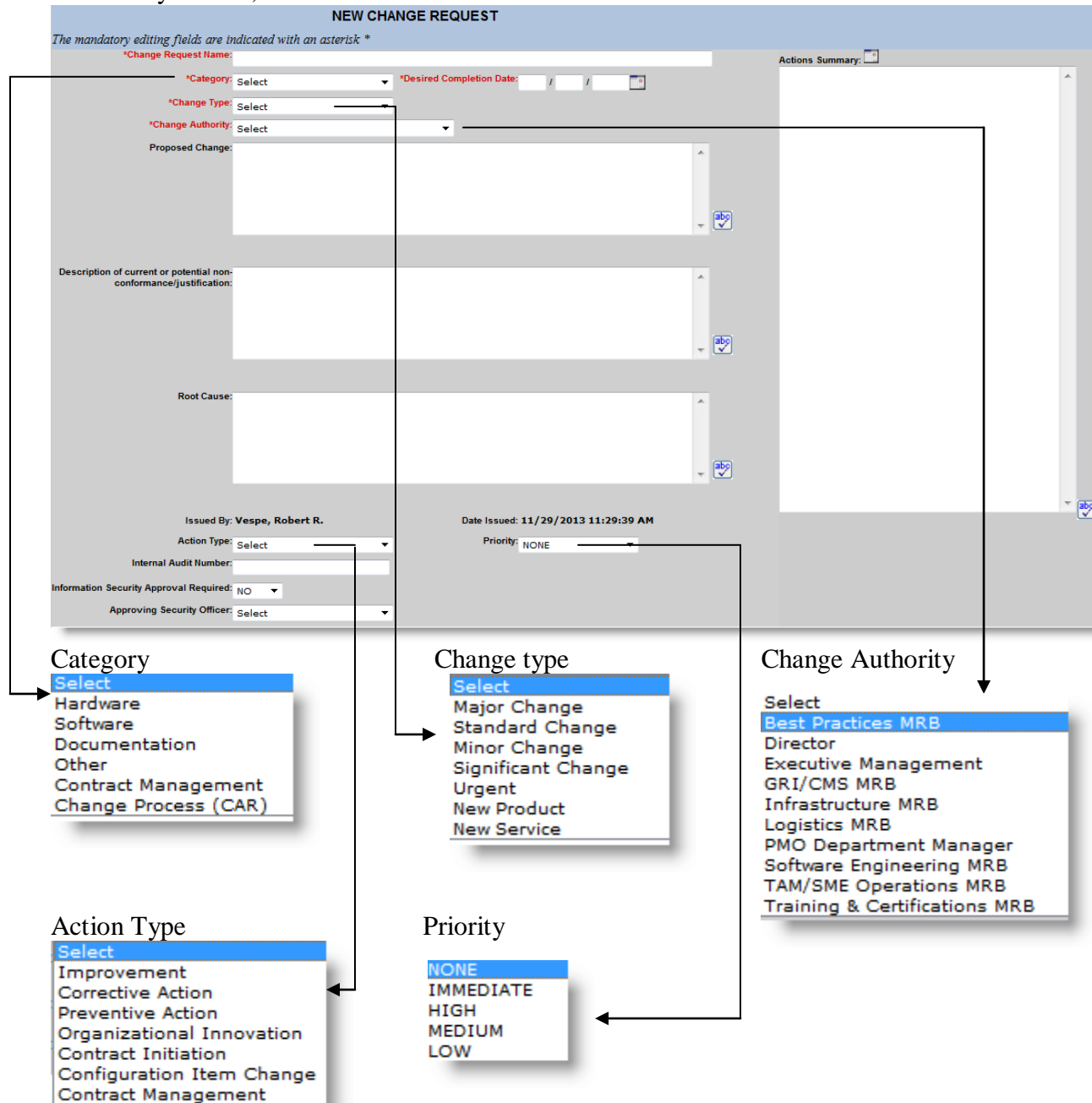
- 1. System Administrator attributes. The System Administrator attributes allow control to be exercised over the Users of "ITG CENTRE" by assigning permissions, passwords, and controlling the Users' ability to see and manipulate data within the system.**

## 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.

Main entry Screen;



The screenshot shows the 'NEW CHANGE REQUEST' form with the following fields and callouts:

- Change Request Name:** \*Change Request Name: (Mandatory)
- Category:** Select (Callout: Category dropdown menu)
- Change Type:** Select (Callout: Change type dropdown menu)
- Change Authority:** Select (Callout: 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:** Select (Callout: Action Type dropdown menu)
- Priority:** NONE (Callout: Priority dropdown menu)
- Internal Audit Number:** Text field
- Information Security Approval Required:** NO
- Approving Security Officer:** Select

The callout menus are as follows:

- 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

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

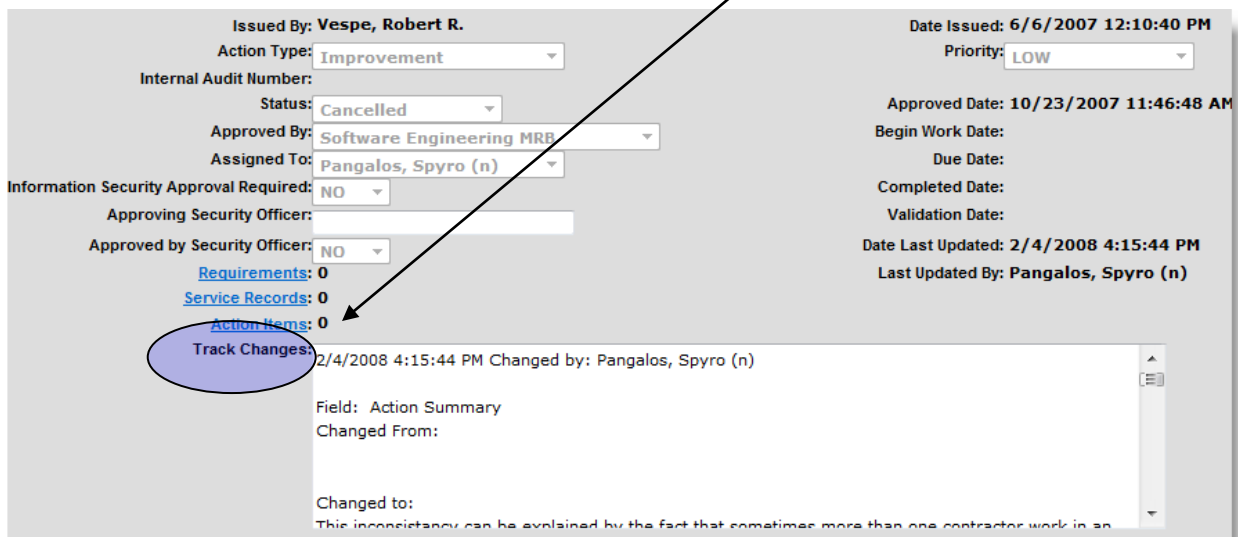
Comments: Yes. Access to CENTRE is provisioned by user ID and passwords at all screen field viewing/modifying and reporting levels.

*From:  
'ITG CENTRE Introduction'  
Document Control # 180-v2*

**2. 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's main page, 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:      Approved Date: 10/23/2007 11:46:48 AM

Status: Cancelled      Begin Work Date:

Approved By: Software Engineering MRE      Due Date:

Assigned To: Pangalos, Spyro (n)      Completed Date:

Information Security Approval Required: NO      Validation Date:

Approving Security Officer:      Date Last Updated: 2/4/2008 4:15:44 PM

Approved by Security Officer: NO      Last Updated By: Pangalos, Spyro (n)

Requirements: 0

Service Records: 0

Action Items: 0

Track Changes: 2/4/2008 4:15:44 PM Changed by: Pangalos, Spyro (n)

Field: Action Summary

Changed From:

Changed to:

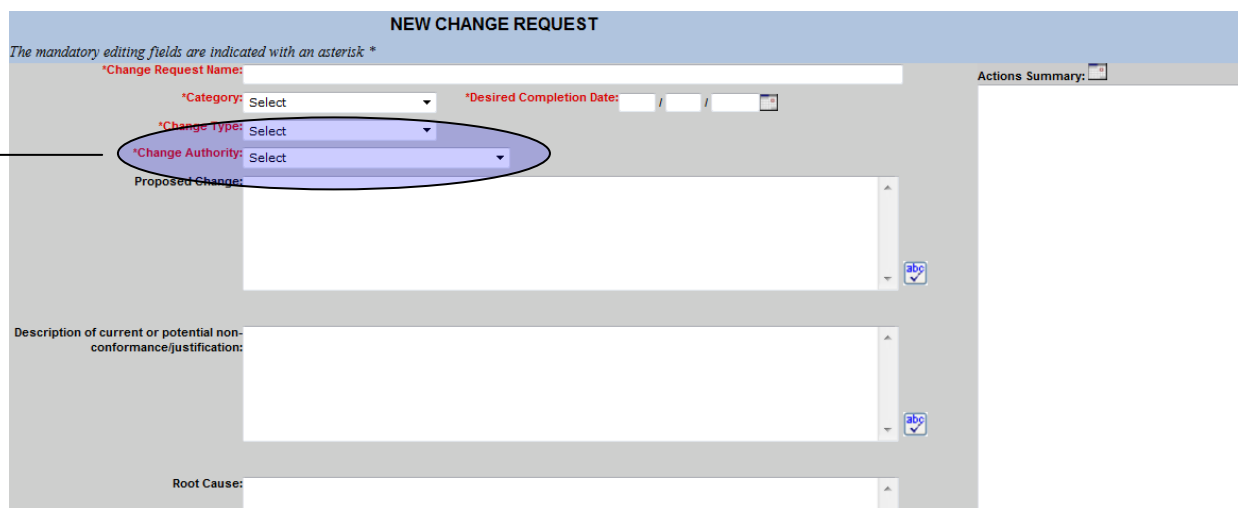
This inconsistency can be explained by the fact that sometimes more than one contractor work in an

## Change Management

6. Does the tool facilitate the routing of RFC's 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.

Comments, 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.

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



**NEW CHANGE REQUEST**

The mandatory editing fields are indicated with an asterisk \*

\*Change Request Name:

\*Category: Select  \*Desired Completion Date:

\*Change Type: Select

\*Change Authority: Select

Proposed Change:

Description of current or potential non-conformance/justification:

Root Cause:

Actions Summary:

- 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

### RFC Approval Matrix

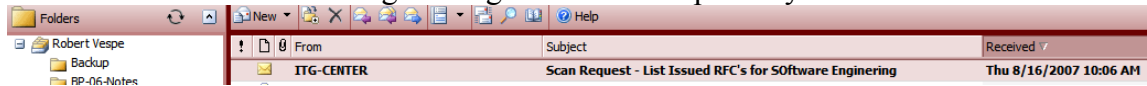
CHANGE REQUEST INITIALIZATION			
CATEGORY	CHANGE AUTHORITY	AUTO-APPROVAL	PRIORITY
Standard Change	Infrastructure MRB	Yes	IMMEDIATE
Standard Change	Infrastructure MRB	Yes	NONE
Standard Change	Infrastructure MRB	Yes	HIGH
Standard Change	Infrastructure MRB	Yes	MEDIUM
Standard Change	Infrastructure MRB	Yes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



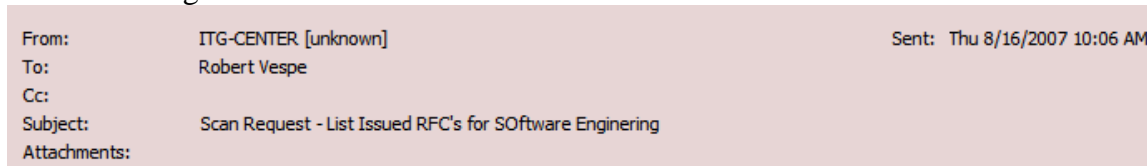
# Change Management

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.



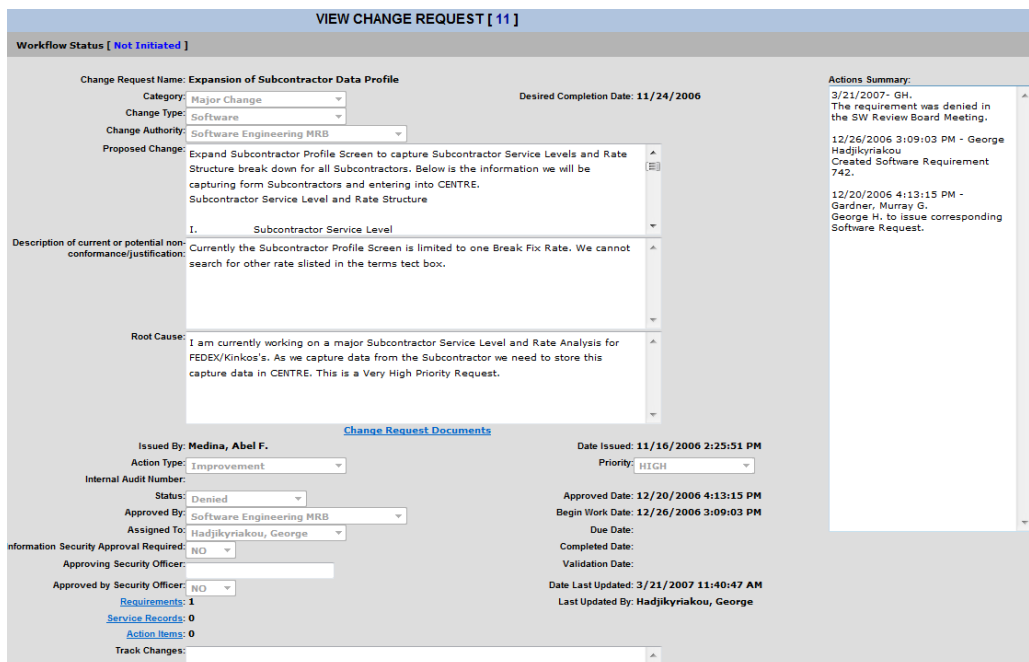
## E-mail Message



Scan process has found 1 potential problem record(s)

7. Does the tool facilitate the ability to reject Changes? For example: Status of reject, ability to record reason for reject, 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' area and 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

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

Desired Completion Date: 3/12/2008

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.  
 Action Type: Improvement  
 Internal Audit Number:

Date Issued: 3/7/2008 5:18:08 PM  
 Priority: IMMEDIATE

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

[Change Request Documents](#)

**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 Review
<input type="radio"/>	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 requirement or Project CI's to facilitate the collection of the current on-going work requirements.

**VIEW CHANGE REQUEST [ 168 ]**

**Workflow Status [ Not Initiated ]**

Change Request Name: **Customer Satisfaction Resource Rates**

Category: Major Change Desired Completion Date: 3/12/2008

Change Type: Software

Change Authority: Software Engineering MRB

Proposed Change: Create a capability by which potential customer satisfaction ratings 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:

[Change Request Documents](#)

Issued By: **Angelakis, Michael P.**

Action Type: Improvement

Internal Audit Number:

Status: Cancelled

Approved By: Software Engineering MRB

Assigned To: Hadjikyriakou, George

Information Security Approval Required: NO

Approving Security Officer:

Approved by Security Officer: NO

[Requirements: 1](#)

Date Issued: 3/7/2008 5:18:08 PM

Priority: IMMEDIATE

Approved Date: 3/7/2008 6:01:18 PM

Begin Work Date: 3/9/2008 11:01:18 AM

Due Date:

Completed Date:

Validation Date:

Date Last Updated: 6/4/2008 11:33:18 PM

Last Updated By: Hadjikyriakou, George

### Change Request CI's

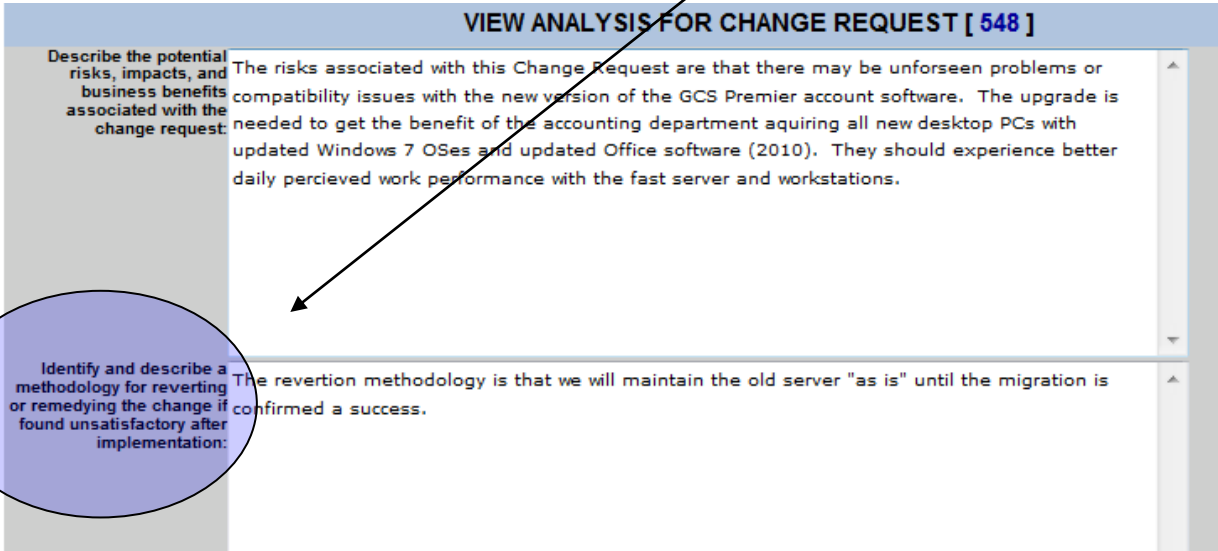
CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Requirement	<a href="#">1122</a>

## Change Management

---

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

Comments: Yes. Back-out procedures are recorded within the RFC.



The screenshot displays a web 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 following 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, and a black arrow points from the "Comments" text above to the reversion methodology text in the screenshot.



## Change Management

12. 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.

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: At Regina Hwangs' request and to be compatible with the Windows 7 Operating System, we will need to upgrade the Deltek software to the new version of GCS Premier. This will also entail the installation of a new server with Windows 2008 R2 and a refurbished Dell server machine.

**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 ]**

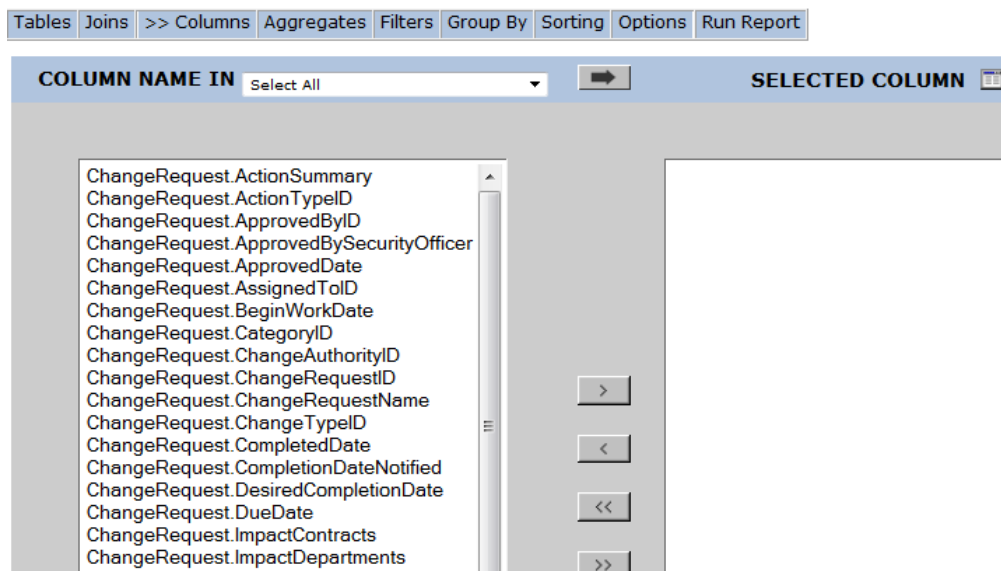
Audit Date	Actual Follow-up Date	Resolution	Action Effective?
<a href="#">10/7/2010 11:24:19 AM</a>		The Account Department has been running on the new Deltek GCS Premier version for several weeks now without incident. It appears as if this migration was successful.	Yes

## Change Management

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

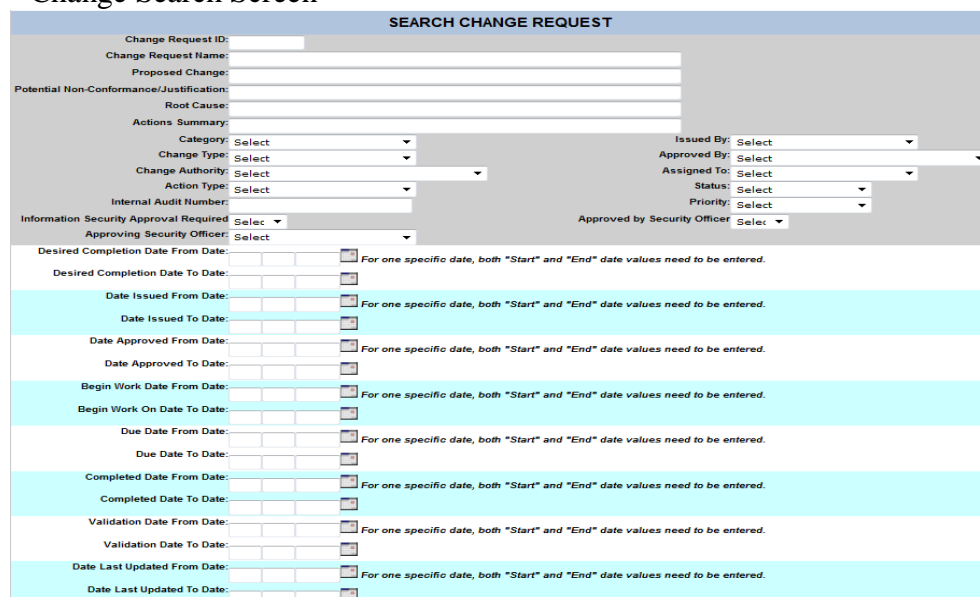
Comments: Yes. This can be accomplished using CENTRE's Ad-hoc reporting module. In this example, the change request data may be interrogated. Additionally, most of CENTRE's entry screens provide search capabilities on any combination of fields

### Ad-hoc screen



The screenshot shows an ad-hoc reporting interface. At the top, there are tabs for 'Tables', 'Joins', '>> Columns', 'Aggregates', 'Filters', 'Group By', 'Sorting', 'Options', and 'Run Report'. Below these is a header with 'COLUMN NAME IN' (set to 'Select All') and 'SELECTED COLUMN'. A list of fields is shown in a scrollable area, including: ChangeRequest.ActionSummary, ChangeRequest.ActionTypeID, ChangeRequest.ApprovedByID, ChangeRequest.ApprovedBySecurityOfficer, ChangeRequest.ApprovedDate, ChangeRequest.AssignedToID, ChangeRequest.BeginWorkDate, ChangeRequest.CategoryID, ChangeRequest.ChangeAuthorityID, ChangeRequest.ChangeRequestID, ChangeRequest.ChangeRequestName, ChangeRequest.ChangeTypeID, ChangeRequest.CompletedDate, ChangeRequest.CompletionDateNotified, ChangeRequest.DesiredCompletionDate, ChangeRequest.DueDate, ChangeRequest.ImpactContracts, and ChangeRequest.ImpactDepartments. Navigation buttons (>, <, <<, >>) are visible between the columns.

### Change Search Screen



The screenshot shows a search interface titled 'SEARCH CHANGE REQUEST'. It contains several search criteria sections:
 

- Change Request ID:** Text input field.
- Change Request Name:** Text input field.
- Proposed Change:** Text input field.
- Potential Non-Conformance/Justification:** Text input field.
- Root Cause:** Text input field.
- Actions Summary:** Text input field.
- Category:** Select dropdown.
- Change Type:** Select dropdown.
- Change Authority:** Select dropdown.
- Action Type:** Select dropdown.
- Internal Audit Number:** Select dropdown.
- 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 are date range filters for:
 

- Desired Completion Date From/To Date
- Date Issued From/To Date
- Date Approved From/To Date
- Begin Work Date From/To Date
- Due Date From/To Date
- Completed Date From/To Date
- Validation Date From/To Date
- Date Last Updated From/To Date

 Each date filter includes a checkbox and a note: 'For one specific date, both "Start" and "End" date values need to be entered.'



# Change Management

## INTEGRATION CRITERIA

### Incident Management

1. Does the tool facilitate the closure of Known Errors, Problems and Incidents when a related Change is successfully implemented?

Comments: Yes. The RFC maintains links to Incidents and Problem records (Problem records may be identified as a Problem or Known Error).

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 Letteris 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

### 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 Incide: Request #: Reference Event #: Customer Reference #: Sub Reference #:  
 I168639

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-Significant  
 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

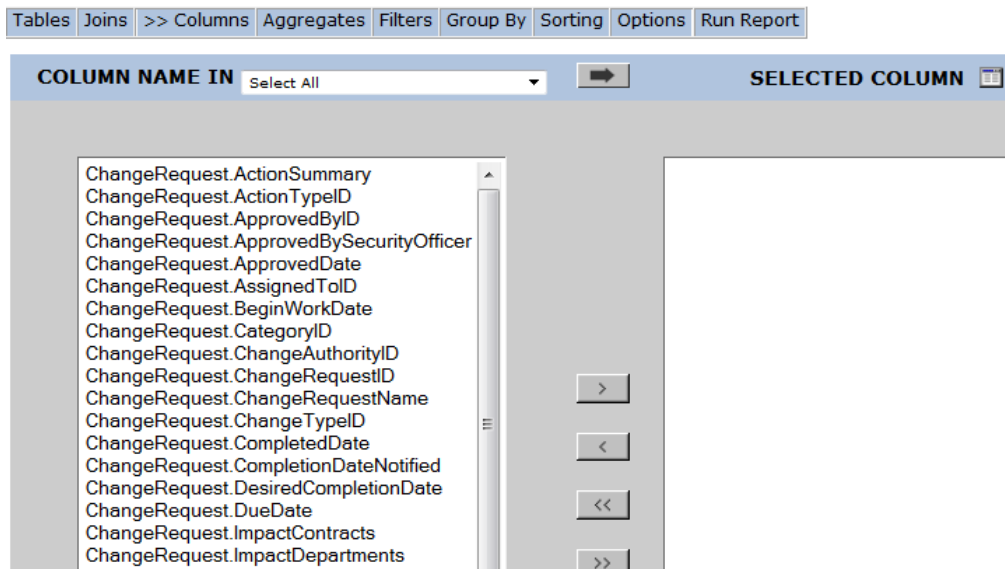
Related Incidents:  
 106545  
 105988

## 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 and whiteboard communication methods.

Comments: Yes. The tool facilitates the communication of change information by permitting authorized users to run query ad-hoc reports against the change database. A group may select to receive information on recent modifications (within the past week) of change records. The ad-hoc reporting system is tailored to each group's specific needs and is extremely flexible in its design.





# Change Management

## Problem Management

1. Do facilities exist for establishing and maintaining the logical association between Known Errors and Changes? For example, automatic linkage when a Change record is created, ability to link Known Error and Problem records.

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

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

### 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 Letteris 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

### RFC Linkages

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

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

Status: Closed (Permanent Fix Available)  
 Manager: Vespe, Robert R.  
 Creation Date: 06 19 2007  
 Closed Date: 10 26 2012

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: 10647224	#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	Appro
<a href="#">57</a>	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
<a href="#">102</a>	Modification of the RFC Labels and Table Elements	Software Engineering MRB	6/22/2007 5:21:55 PM	6/22/200

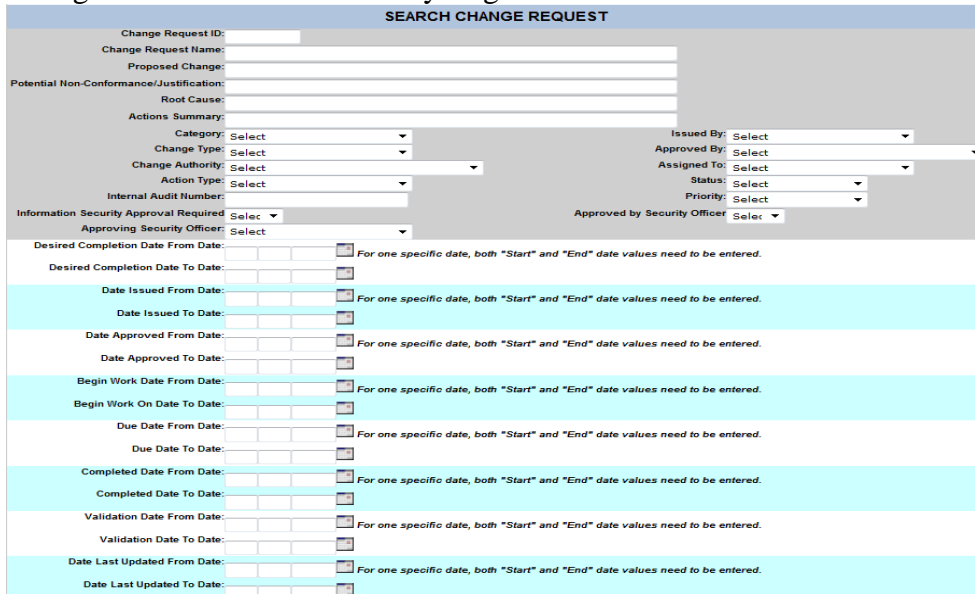


## Change Management

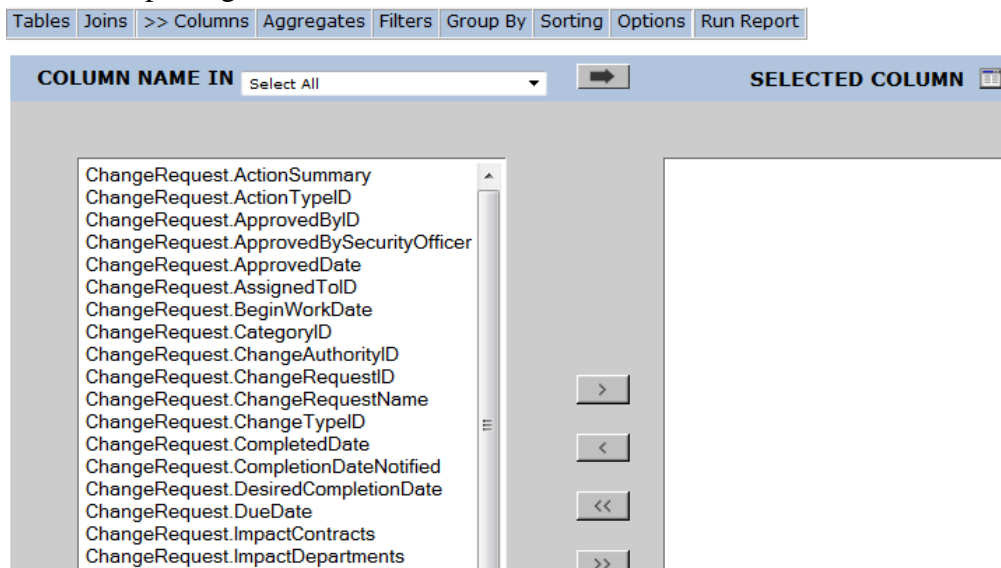
- Does the tool facilitate the Problem Management process being kept apprised of future, current, and historic Changes?

Comments: Yes. The Change Management 'Search' screen and the use of ad-hoc reports provides future, current, and historic Change information to Problem Management.

Change Search screen – enter any single or combination of search criteria



## Ad-hoc Reporting



# 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. The RFC maintains a list of CI's to facilitate the updating of the CMDB

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**

Category: Standard Change | Desired Completion Date: 7/6/2007

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 Letteris 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	175431
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:**  
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.  
HUP ID: 047224

**Problem Fix:**  
#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.

**Related Incidents:**  
106545  
105988  
106030  
106514  
106835

### Problem Record Links

CHANGE REQUESTS FOR PROBLEM [ 3 ]				
Change Request #	Change Request Name	Change Authority	Issued Date	Appro
<a href="#">57</a>	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
<a href="#">102</a>	Modification of the RFC Labels and Table Elements	Software Engineering MRB	6/22/2007 5:21:55 PM	6/22/200

## Change Management

- Is the 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	<a href="#">175131</a>
Change Request	Problem	<a href="#">3</a>
Change Request	Requirement	<a href="#">1008</a>
Change Request	Service Record	<a href="#">108545</a>

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: <a href="#">CHK0647V1FQ</a>	Price Type:	
<a href="#">CI Number Log</a>   <a href="#">CI Number Summary</a>	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: <a href="#">CHK0647V1FQ</a>			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	<a href="#">BZDS72300030</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	<a href="#">ECHK4490481</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	<a href="#">ECHK4490327</a>	INTEL	Server	SE7501CW2	Falls Church	VA	22043	United States	5 - High	5 - High	
PARENT TO	<a href="#">FOC0801W24C</a>	CISCO	Networking Devices	C2950G-24				United States	5 - High	3 - Medium	



# Change Management

## FUNCTIONAL CRITERIA

1. Does the tool enable impact assessment and resource requirement information to be drawn from all appropriate functional areas within the organization? For example, Service Level Management and Problem Management.

Comments: Yes. The change management record maintains links to associated CI's, (Problem management, Contract SLA data, Labor Resources, Projects, Software Requirements), and other CI types (see list below) from which to draw impact/resource information.

### Change Record

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      Desired Completion Date: 7/6/2007

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 Leteris and George, here is the layout.

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

### Associated CI's

CONFIGURATION ITEM SOURCE RECORDS		
Configuration Item Source Type	Configuration Item Source	Key Column Value
Change Request	Contract Assets	<a href="#">175131</a>
Change Request	Problem	<a href="#">3</a>
Change Request	Requirement	<a href="#">1008</a>
Change Request	Service Record	<a href="#">106545</a>

### Additional CI's May be Added to the RFC

**NEW CONFIGURATION ITEM SOURCE**

*The mandatory editing fields are indicated with an asterisk \**

\*Configuration Item Source Name:

\*Source Table Name:

\*Key Column Name:

\*Search Page Path:

\*View Page Path:



# Change Management

- 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.

Workflow Status [ Not Initiated ]

**VIEW CHANGE REQUEST [ 102 ]**

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 Letteris 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	

**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 #: \_\_\_\_\_ Reference Request #: \_\_\_\_\_ Reference Event #: \_\_\_\_\_ Customer Reference #: 18639 Sub Reference #: \_\_\_\_\_

POC: Maryar \_\_\_\_\_  
 POC Phone: 614 420 5737 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: \_\_\_\_\_

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 (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  
 Problem Fix: #BF-TC 06/18/07 11:30  
 Related Incidents: 106545



## Change Management

---

<b>Organization Name</b>	Integration Technologies Group, Inc.
<b>Brand name of Product</b>	CENTRE (Common ENTerprise, REsource, system)
<b>Version of Product to be Assessed</b>	<b>Release 4.6.3 08/15/2007 -- Revised 12/16/2013</b>
<b>Client Contact Name and Title</b>	Robert R. Vespe Consultant
<b>Address</b>	2745 Hartland Road, 2nd Floor Falls Church, VA 22043
<b>Phone #</b>	305 909-3591
<b>Email</b>	Robert.Vespe@ITGOnline.com