VSM Checklist

1. Check **Title** is meaningful and conveys the success criteria of the change.
2. Check the **Description** says what the actual change is about and why it’s required – so objective and purpose.
3. Validate **lead-time** (based on Business days)
   If does not meet lead-times and change must proceed due to customer commitment – ensure “unplanned” box is ticked and populate the **justification** field with business reason why this change must proceed on the stipulated date.
4. Conduct a **conflict check** by going to the **Forward Schedule of Change** and ensuring there’s no other change scheduled for that window.
   If there is a conflict – amend window or negotiate with the other change requestor. This should always be done on a first come first served basis, so amending the window for the change that is second in line must always be the first option.
5. Ensure all fields in the “**Planning**” tab are populated with relevant technical information. (Please pay particular attention to ensuring the technical content of the change is appropriate.)
   a. **Pre-testing section.** This field must contain information about what pre-testing was/will be conducted and the outcomes of those tests (if available). It should also contain the name of the person(s) who conducted those tests.
   b. **Implementation section.** This field must contain a high-level implementation plan written in non-technical language, regardless of attaching objects like run-sheets, release notes or any other attachments. It should also include a simple timeline.

   This must be the series of steps that leads to the complete implementation of the change, so if the implementer is away (sick or on unplanned leave) an alternate person from the team should be able to pick up the implementation plan and follow it effortlessly.
   c. **Post Verification testing section.** This section must contain the actual tests to be conducted to verify success of the implementation plan and be set out in non-technical language. It should also contain information about who will conduct those tests, and name the person(s).
   d. **Backout Trigger.** This field must contain the (customer) agreed trigger points at which this change will be backed out.
   e. **Backout Plan.** This field must contain the steps that will be carried out to implement the backout/contingency plan. It is as important as the implementation plan and must be written in non-technical language.

<table>
<thead>
<tr>
<th>Accountable</th>
<th>Responsible</th>
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</table>
High level process flow

R = Requestor  CM = Change Manager
TA = Technical Approver  CAB = Change Advisory Board
CA = Change Administrator  B = Builder
CO = Change Owner  T = Tester
I = Implementer

1 (R) Create change request
2 (R) Provide required information as follows:
   • The success criteria of the change is recorded as part of the title of the change
   • Provide information relating to what the change is actually about in the description section
   • Record change owner information
3 (R) Submit the change for approval
4 (TA) Ensure the level of content provided is adequate for initial approval
5 (TA) Validate minimum lead-times (10 Business days for a Significant and 15 Business days for a Major, not including Saturday and Sunday)
6 (TA) If all ok
   • Approve the change
   • If further information is required reject the change (and the request goes back to the requester to be updated)
7 (CA) Ensure the level of content provided is adequate for initial approval
8 (CA) Validate lead-times and conduct an initial conflict check by ensure there are no conflicting changes recorded in the FSC for the same change window
9 (CA) If all ok
   • Approve the change
   • If further information is required reject the change (and the request goes back to the requester to be updated)
10 (CAB) Review, validate and approve the change based on:
   • Proposed implementation date
   • Risk based category of change
   • High level implementation strategy if available
11 (CAB) If all ok
   • Approve the change
   • If further information is required reject the change (and the request goes back to the requester to be updated)
12 (B) Provide the Implementation plan with the detailed step by step set of instructions on the work that is to be carried out to implement this change
13 (T) Provide the Post-Verification testing plans and details along with information on who will be carrying out this verification testing
14 (CO) Provide the back-out trigger point. This is the point at which a change is backed out, and a is a call made by the Change Owner
15 (B) Provide the detailed back-out strategy, including the step by step back-out plan
16 (T) Provide detailed pre-testing plans to ensure successful implementation
17 (R) Update change with information on:
ITS CHANGE MANAGEMENT QUICK REFERENCE GUIDE

- Pre-testing activities, this should include the tests already conducted or to be conducted to ensure the success criteria identified is achievable
- The detailed implementation plan
- The Post-Verification testing plans and details along with information on who will be carrying out this verification testing
- The back-out trigger point and the backout plans

18 (R) Collate and provide support information pertaining to the ongoing support of the modified, added or new service, including information about:
- Ongoing support groups
- Knowledge transfer information (Example: from project to production support)
- Updated support documentation
- Location of the documentation

19 (R) Collate and provide communicational information relating to:
- Detailed communication plans
- Customer agreements
- Information to the helpdesk relating to the likelihood of calls being generated due to this change
- Potential call volumes

20 (R) Submit the change for approval

21 (TA) Ensure the technical validity of the change

22 (TA) Ensure the support and communication information provided is relevant and appropriate

23 (TA) Validate minimum lead-times (10 Business days for a Significant and 15 Business days for a Major, not including Saturday and Sunday). If the change does not meet agreed category lead-times, ensure justification is appropriate and relevant

24 (TA) If all ok
- Approve the change

25 (CA) If further information is required reject the change (and the request goes back to the requester to be updated)

26 (CA) Conduct a conflict check by going to the Forward Schedule of Change and ensuring there’s no other change scheduled for that window
- If Yes – get requester (person raising the change) to amend window or negotiate with the other change requester. This should always be done on a first come first served basis, so amending the window for the change that is second in line is the preferred option.
- If No – go to step 27

27 (CA) Based on the change, add relevant stakeholders

28 (CA) If all ok
- Approve the change
- If further information is required reject the change (and the request goes back to the requester to be updated)

29 (CM) Ensure all stakeholder approvers have approved the change

30 (CM) If all ok
- Table for CAB agenda
- If not, follow up with the outstanding approvers and change requester

31 (CAB) Review, validate and approve the change based on:
- Proposed implementation date
- Risk based category of change
- Implementation plans
- Testing strategy
- Back-out strategy/plans
- Ongoing support strategy
- Communication plan

32 (CAB) If all ok
- Approve the change
- If further information is required reject the change (and the request goes back to the requester to be updated)

33 (I) Implement change as per Implementation plan at the scheduled start date and time

34 (I and CO) Follow key trigger points including back-out trigger point

35 (I) Complete change recording success or failure

36 (CM) Check for success or failure
- If successful, close change
- If unsuccessful – table for CAB Review

37 (CAB) Review Change

38 (CM) Record any learning or actions for this outcome

39 (CM) Close change and stop recording, logging and tracking.

Note:
In the Major Change example on page 4 of this guide the red process flow is the High Level process, the black process flow is the ‘real-life’ example and the numbers by the processes refer to the 39 steps in the Major Change Procedural Workflow.