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# Introduction

When a business decides to make big changes to their existing infrastructure or services, the ITIL Change Evaluation Process comes into play. To reduce the odds of failure, this process is carried out independently for managing risks connected with large changes.

The Change Management method uses Change Evaluation to undertake a Change assessment at several points throughout a Change's lifecycle.

# Purpose

ITIL Change Evaluation is used to examine significant Changes, such as the introduction of a new service or a significant update to an existing service, are allowed to move to the next step in their lifecycle.

# Responsibilities

* Change Manager- The Change Manager oversees the entire change lifecycle. His main goal is to make it possible to make positive changes while minimizing the impact on IT services. The Change Manager will refer the authorization of Changes to the Change Advisory Board for major changes (CAB).

# Responsibility Matrix

**R**-Responsible

**A**-Accountable

**C**-Consulted

**I**-Informed

|  |  |  |
| --- | --- | --- |
| **ITIL Sub process** | **Change Manager** | **Others** |
| Change evaluation prior to planning | **R** | **R** |
| Change evaluation prior to build | AR |  |
| Change evaluation prior to deployment | **C** | **R** |
| Change evaluation after deployment | **I** |  |

# Change Impact Assessment

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** |  | **Date Created** |  |
| **Project Manager** |  | **Version** |  |
| **Current state** | Organization does not have IT enabled cloud systems | | |
| **State post change** | Organization will have IT enabled Cloud system | | |
| **Gaps identified** | Lack of skilled resource | | |
| **Key Risks** | Requirements for hiring cloud engineers | | |
| **Summary of Impact**  **R** | | | |
| Organization needs to enhance its data storage capacity. Upgrading the systems may impact the functioning of current previous version of IT systems. | | | |
| **Impact type** | | **Impact level** | |
| Functional Impact | | Low | |
| **Business Impact areas** | | **In Numbers ($)** | |
|  | |  | |

# Change Request Form

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Requester Details** | | | | |
| Date submitted: | |  | Company: |  |
| Date required: | |  | Department: |  |
| Requester name: | |  | Manager's name: |  |
| Email: | |  | Manager's email: |  |
| Phone: | |  | Manager's phone: |  |
| **Basic details** | | | | |
| Short Description: Extra option need to be added on the website | | | | |
| Detailed description: | | | | |
| Justification: | | | | |
| Location: | | | | |
| Attachments: | | | | |
|  | | |  | |
| **Change Management Analysis** | | | | |
| Category: |  | | Change Manager: |  |
| Type: |  | | Change Builder: |  |
| Item: |  | | Change Tester: |  |
| Impact: |  | | Assignment group: |  |
| Urgency: |  | | CAB members needed: |  |
| Priority: |  | | CIs involved: |  |
| Initial Risk Rating: |  | | Impacted Services: |  |
| Short term benefits: | | | | |
| Long term benefits: | | | | |
| Pros and Cons: | | | | |

# Change evaluation plan

Analyze a proposed big change before authorizing the Change planning phase.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Change Plan** | **Approver** | **Pros** | **Cons** | **Comments** |
| Stakeholder survey invitation | Change Manager | Stakeholders will be aware about the changes | Unnecessary Interference is not required | Opinion will be taken from every stakeholder |
| Monitor ongoing key performance indicators | Change Manager | It is important to know about the success metrics | NA | Management will soon implement the metrics |
|  |  |  |  |  |
|  |  |  |  |  |

# Change Evaluation during deployment

Before authorizing the Change deployment phase, the proposed changes are analyzed.

|  |  |  |  |
| --- | --- | --- | --- |
| **Deployment Activities** | **Changes** | **Approver** | **Comments** |
| Deploy the software on the release date along with additional modifications | Extra feature added on the website | Software development manager |  |
|  |  |  |  |
|  |  |  |  |

# Change Evaluation after Deployment

To evaluate a major change after it has been implemented, to see if it has reached its goals and to identify any lessons that can be learnt.

|  |  |  |  |
| --- | --- | --- | --- |
| **Deployment Activities** | **Changes** | **Lessons learnt** | **Action item** |
| Deploy the software on the release date along with additional modifications | Extra feature added on the website | Agile approach needs to be implemented | Agile approach will be followed going forward |
| Release the software on the 5days prior to the date | Extra feature added on the website | The training effort yielded low scores from users | Set SLA standards for number of uses |
|  |  |  |  |