Standard Change (SC) Template

[Insert Change Name/Identifier here]

[Your] Standard Change

Requirements and Standards

[Your] Standard Change Requirements

In order to be classified as a Standard Change (SC) the Change must be approved initially by the [Your] Change Advisory Board (CAB). By definition, Standard Changes should be repeatable, occur frequently, and are proven to be a low/acceptable risk. All Standard Changes will be reviewed annually by the [Your] CAB or sooner if there is a material Change to the Scope, Target, or Procedures used to implement the Standard Change.

[Your] Standard Change (SC) Standards

* Documented Reason and Return of Change
* No Outage or Downtime allowed unless applied during a prescribed Maintenance Window
* Risk / Impact is defined at Value X or less (Insert [Your] acceptable Risk value here)
* Documented Scope, Timeframes, and Limitations for the use of the Standard Change
* Mandatory Maintenance Windows / Scheduling must be followed and adhered to
* Documented Customer/Partner Notification (if required)
* List any possible errors or problems that may result when implementing the Change
* List all services that may be impacted by implementing the Change
* Documented Deployment Plan, as applicable ([Your] Deployment Model)
* Documented Remediation Plan, as applicable ([Your] Remediation Model)
* A new CR must be created each time the SC is used with Procedural documentation attached
* Identify how Change will be categorized in ITSM tool ( i.e. Network-> Routers-ACL’s)

|  | [Your] Standard Change (SC) Template | Name of SC |  |
| --- | --- | --- | --- |
|  | Effective Date |  |
| Review Date |  |
| Version Number |  |
| Document Owner |  |
|  |
| 1. Reason and Return for Change – Describe the Reason and Return when making this Change
 |
| **Example**: Restart Tomcat Service to Restore Tomcat Applications**Example**: Apply Scheduled Monthly Patches to Ensure PCI Compliance**Example**: Implement Monthly Tax Updates to Meet Business Requirements |
| 1. Risk / Impact – Must be three or less
 |
| **Example**: Risk / Impact value 2 |
| 1. Scope – Describe the Service/System; the components affected; and the specific activity of the SC
 |
| **Example**: Network devices; Edge Routers; Update/Modify/Configure ACL as required**Example**: Servers; OS; Patching**Example**: Database; Sql; Stored Procedure Update |
| 1. Timeframes – Describe here when the SC is to be used, or when it is not to be used
 |
| **Example**: This SC may be applied anytime needed**Example**: This SC may only be used during prescribed maintenance hours |
| 1. Limitations – Describe here any limitations or restrictions to the use of this SC
 |
| **Example**: This SC may not be used in support of Partner X without prior coordination**Example**: This SC should only be used on systems that are at Service Pack 2 or greater |
| 1. Potential errors or issues – If there any known errors or issues, list them here
 |
| **Example**: After applying this SC the Syslog may report “specific error”. This error is expected and may be ignored.**Example**: Occasionally, applying this SC will cause the browser window to display italics. Closing and re-opening the browser will resolve this. |

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| 1. **Document your Deployment Plan using the Deployment Model below. Edit as required.**
 |
| **Begin Deployment*** **Log the time**
	+ Detail any specific timing requirements here
	+ **Example**: For cust x, this SC may only be used during cust x. Maintenance Window
* **Verify the target**
	+ Specify the Service/System and Component this SC is to be applied to
	+ **Example**: ATPV-121OPU-01; Windows OS
* **Verify the task**
	+ Specify the SC Activity to be accomplished here
	+ **Example**: Apply Scheduled Patches
* **Inspect target for adequacy for this Change (disk, ram, patches, etc.)**
* **Decision**: If adequacy is in question stop the process here
* **Notify required interested parties and stakeholders of Change commencement**
	+ Notification distribution list and any specific communication should go here

**Begin Change*** **Do any needed pre-work** (detailed steps if needed)
	+ Create Backup/Baseline if applicable/practical
	+ Step 1
	+ Step 2
* **Validate pre-work** (detailed steps if needed)
	+ Step 1
	+ Step 2
* **Decision**: If pre-work failed does failure impact overall Change?  If yes stop process here
* **Deploy the Change** (detailed steps if needed)
	+ Step 1
	+ Step 2
* **Post Deployment Testing** (details steps if needed)
	+ Step 1
	+ Step 2
* **If success, move to Review and Close** ([Your] Change Management Model)
* **If failed, implement Remediation plan** ([Your] Remediation Model)
 |

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| 1. **Document your Remediation Plan using the Remediation Model below. Edit as required.**
 |
| **Normal Procedures** * **Notify the NOC about Remediation Plan initiation.**
* **Can the Change be Uninstalled/Removed? If not, move to Alternative Procedures**
	+ Initiate Uninstall/Removal (detailed steps here)
	+ Step 1
	+ Step 2
* **Confirm success of Uninstall/Removal.**
	+ If failed, move to Alternative Procedures
* **Conduct System Health Checks** (detailed steps here)
	+ Step 1
	+ Step 2
* **If success, move to Review and Close** ([Your] Change Management Model)
	+ Notify NOC concerning Remediation Plan success and closure
* **If failed, and time remains move to Alternative Procedures,**
* **If no time remains, assess and open an Incident Ticket** ([Your] Incident Management Model)

**Alternative Procedures** * **Is there a Baseline/Backup available?**
* **Proceed with Restore from Baseline/Backup activities** (detailed steps here)
	+ Step 1
	+ Step 2
* **If no Baseline/Backup exists, what other activities are to be used?** (detailed steps here)
	+ Step 1
	+ Step 2
* **Conduct System Health Checks** (detailed steps here)
	+ Step 1
	+ Step 2
* **If success, move to Review and Close** ([Your] Change Management Model)
	+ Notify NOC concerning Remediation Plan success and closure
* **If failed, assess and open an Incident Ticket** ([Your] Incident Management Model)
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