# THE BREAKTHROUGH SERIES

from Thought Rock

## The Presentation Will Begin at 12PM EST

**Process Design: Emergency Change**

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# Process Design: Emergency Change

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# So what's the Challenge?

"I see the ITIL generic process model, but how do I make this fit our organization?!"

"I've taken ITIL classes and read the books, but I still don't know how to build my own process"?!

"How do I continue to evolve my processes"?!

# Agenda

- What are we Managing?

- When is it an Emergency?

- What do we need to be successful?

- Wrap up

# So What are we Managing?

- Normal Change:
  - The addition, modification or removal of an authorized service or service component

- Emergency Change:
  - Changes that arise to repair an error in an IT service or service component where the error is negatively impacting the business to a high degree
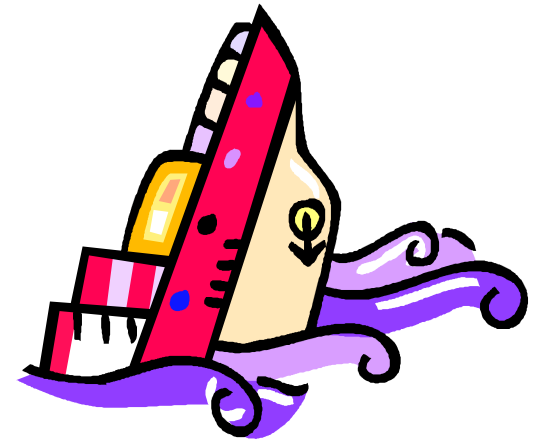
# But What are we Really Managing?

## Significant and Negative Business Impact!

Changes that significantly either:

- fail to deliver the business benefits expected, or
- fail to function correctly, or
- cause other components / services to fail or function incorrectly
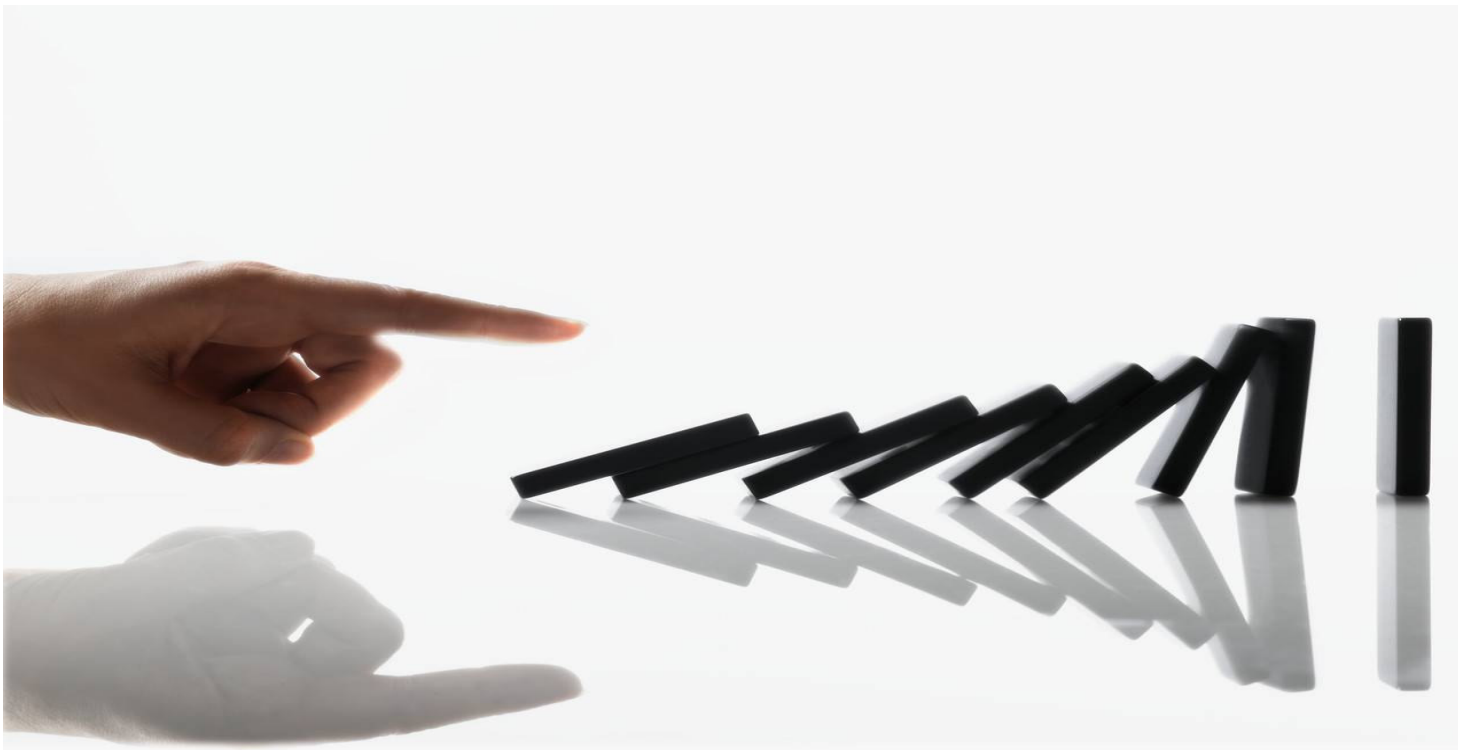
# Identifying Emergency Change

It's NOT up to Change Management!

# Identifying Emergency Change

Consider across the ITIL lifecycle when deciding there is an Emergency Change...

## Incident Management

- First point of contact and *prioritization* in detecting a failure or performance reduction for a service

## Problem Management

- Investigation into the cause of an Incident and *prioritization* of the Problem

# More … Identifying Emergency Change

Don't forget the business…

## Service Level Management

- First point of contact for the **business customers of IT**

# Emergency Change Success Factors…

## Remote Communications

– An infrastructure that allows remote access to decision makers, stakeholders, and early responders
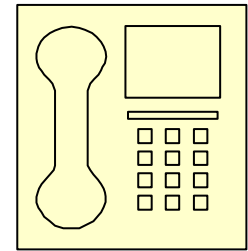
## Management and Decision Makers

– An emergency requires top level authority and command to make decisions and move forward

– This group of key managers is part of the Emergency Change Authority and forms the formal Emergency CAB

# Emergency Change Success Factors…

## <u>The Emergency Change Authority</u>

– The decision makers, key stakeholders, and early responders who can properly assess the emergency situation and make recommendations for successful change

## <u>Configuration Management</u>

– Critical for identifying key relationships of cause and effect as well as appropriate stakeholders
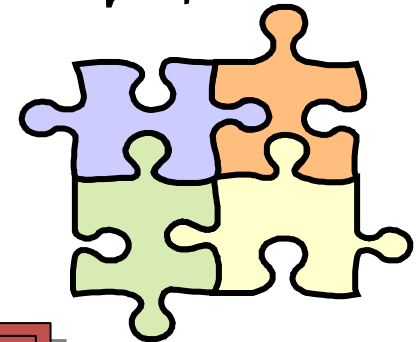
## <u>IT Service Continuity Management</u>

– Be ready with your contingency plans
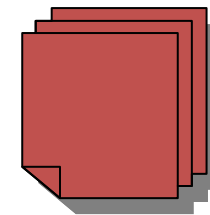
# Emergency Change Success Factors…

## A Good Service Management System (SMS)

– The Incident, Problem, and Emergency Change records are shared and collaborative documentation
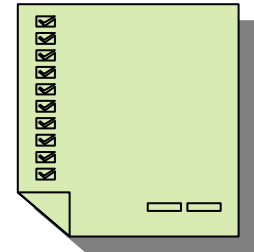
## Priority Tables of Impact and Urgency

– Priority = Impact x Urgency

## Categorization Tables

– No more than 4 levels deep and 5 wide

# Emergency Change Success Factors…

## Incident Management

- The Major Incident Procedure
- The Major Incident Team

## Problem Management

- Known Errors Database
- Problem Records

## Release and Deployment Management

- Emergency Release updates

# Emergency Change Success Factors...

## Service Level Management

– Critical relationship managers communicating and interfacing with the business

## The Service Desk

– Critical relationship managers communicating with the end user community

# A Walk-Through Example:
# Activity Flowchart - 1

1.0

Change Initiation

2.0

Emergency Change? — Y → Emergency Change Procedure

N

4.0

Complete and Submit the RFC → Change Logging

Accepted

Request for Change (RFC)

Request / Clarify Information

Categorization Model

Prioritization Model

6.0

Review the Change

7.0

# A Walk-Through Example:
# Activity Flowchart - 2

7.0

Work Orders

**Assess and Evaluate the Change**

Revise

8.0

CAB Model

**Authorize the Change**

Authorized

Reject

9.0

Change Schedule

Remediation Plans

**Plan Change Updates**

10.0

Work Orders

**Co-Ordinate Change Implementation**

Release Procedure

11.0

**Change Review and Closure**
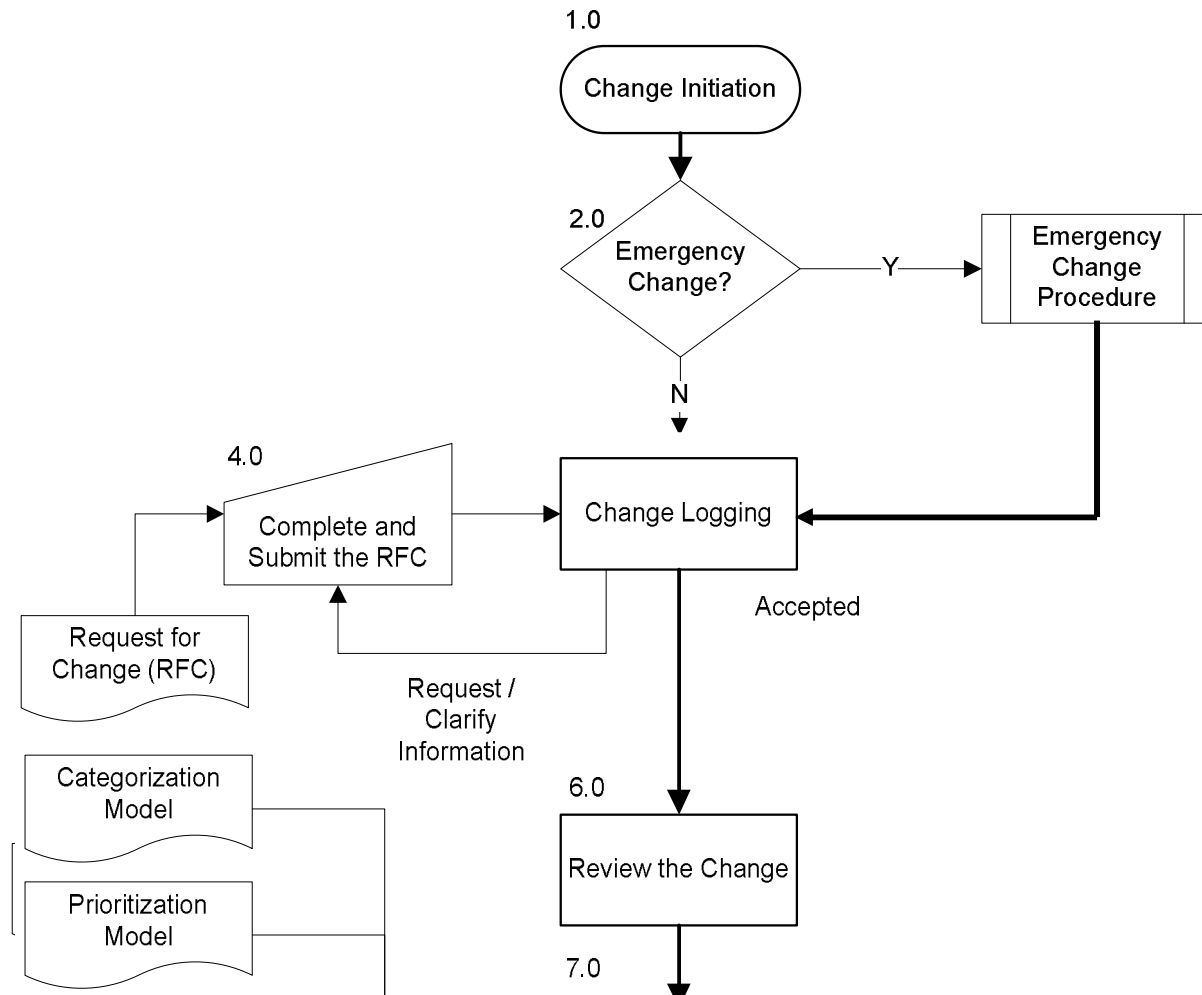
# Summary

- Emergencies are significant negative Business Impact!

- Common definition for Emergency based on Impact

- Link Emergency Change and Major Incident

- Emergency Management Team and Remote Contact

- Emergency Stakeholder map

- Use a good enterprise-wide ticketing system that links related processes of Incident, Problem, and Change

- Manage the business relationship

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# Thank You!

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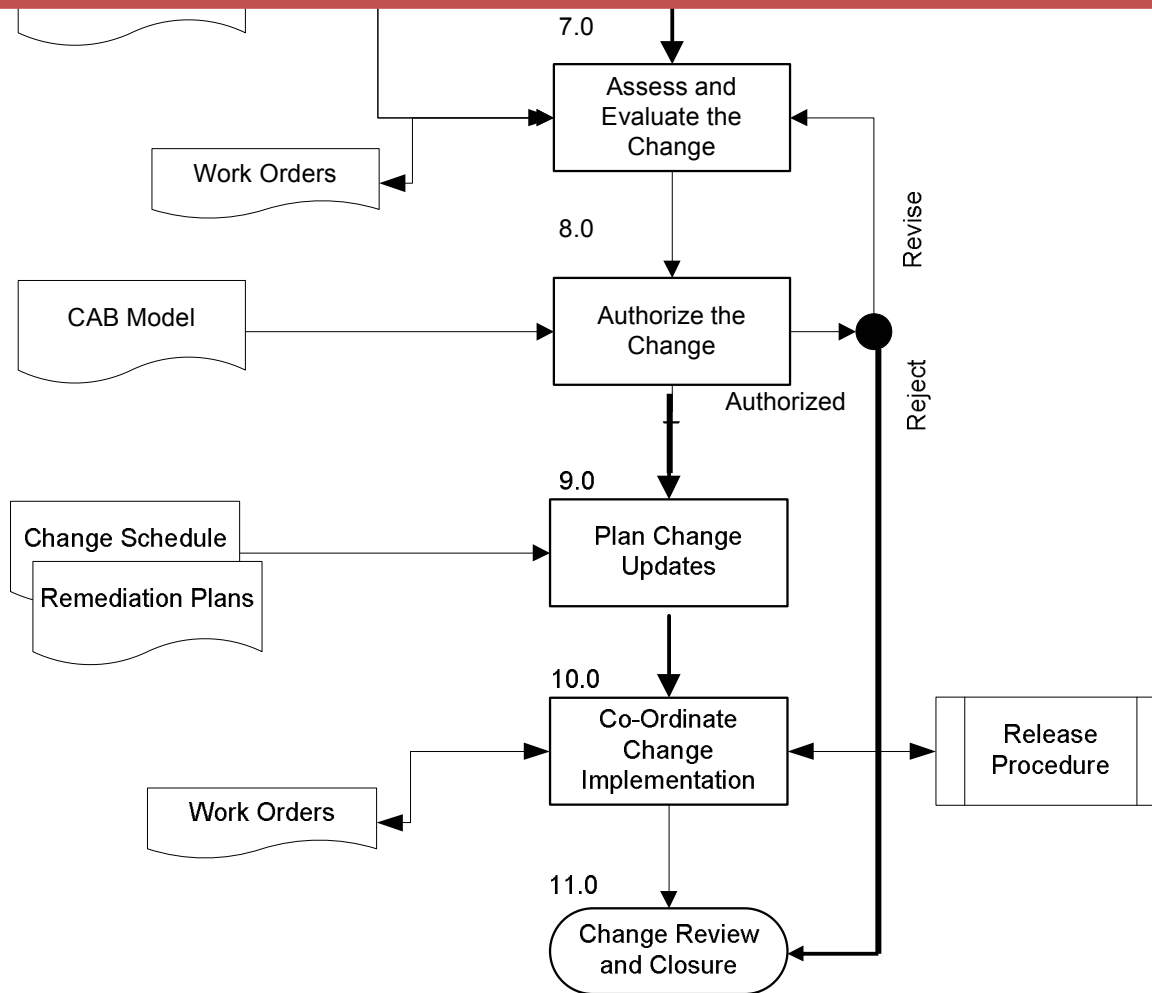# ADDITIONAL IT SERVICE MANAGEMENT FROM THOUGHT ROCK

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