



State of Texas

TEX-AN Next Generation

**Ongoing Change
Management Plan**

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1. INTRODUCTION

1.1. Purpose

The purpose of this Ongoing Change Management Plan is ensure DIR that **tw telecom** can effectively manage the change process on an ongoing basis.

2. CHANGE MANAGEMENT OVERVIEW

2.1. Change Management Approach

This Change Management Plan employs an industry standard cyclical approach to:

- Ensure standardized methods, processes and procedures are used for all project changes
- Facilitate efficient and prompt handling and communication of all changes
- Maintain a proper balance between the benefits of change and the detrimental impact of change on the Project Plan
- Collaborate with DIR to ensure that proposed changes are mutually agreed upon in advance
- Ensure that changes that will impact DIR or its customers are communicated to DIR 10 business days prior to execution

2.2. Change Management Cycle

The Change Management Cycle is comprised of the following events:

- Communicate and document anticipated change
- Assess impact and value of change
- Present assessment results and obtain collaborative feedback and approval where possible
- Implement change in a timeframe that mitigates any potential negative impact
- Discuss post-change feedback to assess any further required action

2.3. Roles and Responsibilities

The following list outlines the key responsibilities of personnel involved in the Change Management process:

- Change Manager – provide contact information – will attend all relevant change management related meetings including weekly conference calls; voice and document concerns of potential negative impact of proposed changes; make recommendations for implementation, further analysis, or deferment; and be available for consultation should an emergency Request for Change (RFC) be submitted.
- Project Manager – Individual TBD based on the scope of the projected change. This individual will be assigned full responsibility for facilitating or executing the change management process to officially determine requirements, scope, schedule and resources required. Assists with estimating and scheduling change against existing baseline.
- Project Sponsor – Individual TBD based on the scope of the projected change. This individual is responsible for reviewing, authorizing and obtaining any required funding.
- Change Advisory Leader – comprised of Sponsor, Technical and User representatives, responsible for accepting or rejecting change implementation where appropriate.

3. ONGOING CHANGE MANAGEMENT PROCEDURES

3.1. Request for Change

For changes initiated by **tw telecom**, **tw telecom** will submit a Request for Change (RFC) to DIR 10 business days prior to the proposed Change which shall include the following information at a minimum:

1. Change Requestor Information;
2. A summary of the proposed Change;
3. Reason for the proposed Change;
4. List of affected systems, policies and procedures;
5. Change Category;
6. Change Priority;
7. Change contact information;
8. Description of test strategy and test completion results;
9. Description of implementation methodology and the Requirements (if any) of other entities including other Vendors, DIR, DIR Customer(s);
10. Rollback procedures; and
11. Proposed implementation timeline including multi step Change information, if applicable.

A sample Change Request Form is included in Appendix I – A which can be modified to include any additional information requested by DIR.

3.2. Infrastructure Change/Release Management Reports

tw telecom will provide a change control log on a weekly basis as necessary. This report shall provide a forward schedule of Changes and maintain a history of Changes that were proposed, scheduled and completed or abandoned with descriptions of results.

3.3. Coordination of Change Activities

tw telecom will be responsible for coordinating the activities of all Changes with DIR and other Vendors as necessary to ensure that appropriate resources are available for monitoring, testing and implementation.

3.4. After Action Report

An After Action Report (AAR), including root cause analyses and corrective actions, following any unsuccessful Change or any Change which results in an unexpected negative impact to DIR or Customers, can be generated by **tw telecom** where necessary. This report will be provided within three (3) business days of the change incident. If root cause cannot be determined within three

(3) business days, then tw telecom will notify DIR of its timeframe to identify route cause and provide a complete AAR.

3.5 Emergency Changes

In some cases, emergency Changes will need to be made without proper notice to DIR prior to the Change. In those instances, **tw telecom** will provide DIR with an AAR (even if the change was successful). In addition, tw telecom will provide a follow up RFC and document the Change in the Change/Release Management Report.

3.6 Change Priority Definitions

tw telecom's change priority definitions are as follows:

- A. Emergency (same day) Causing loss of service or severe usability problems to a large number of users, a mission-critical system, or some equally serious problem. Immediate action required.
- B. High (next window): Severely affecting some users or having an impact upon a large number of users. To be given priority for change building, testing and implementation resources on the immediate next scheduled Change window.
- C. Medium (future window): No severe impact, but remediation of the incident must be addressed during a Change window in the near future.
- D. Low (routine): A Change is justified and necessary, but can wait until resources can be allocated and scheduled accordingly.

3.7 Change Categories and Definitions

tw telecom's change categories and definitions are as follows:

- A. Major: Involves potential impact on the highest percentage of users. The Change may be new technology or a configuration Change that will likely cause Downtime of the network or a Service. These changes shall be kept to a minimum.
- B. Significant: Affects a high percentage of users. The Change is a nonstandard Change that may involve Downtime of the network or a Service.
- C. Minor: Affects a smaller percentage of users and risk is less because of the organization's experience level with the proposed Change. It differs from a routine Change in that although the risk is low, the Change may not have been performed before or is rarely performed.
- D. Routine: Affects the smallest percentage with minimal or no impact/risk to users and has a set release process where tasks are well-known and proven.

3.8 Miscellaneous Change Requests

DIR may, in its sole and absolute discretion, request Changes to be made outside of standard change windows on an individual case basis.

APPENDIX I - A – CHANGE REQUEST

Change Request Form	
CHANGE IDENTIFICATION SECTION	Name or Project/Program TEX-AN NG
Change Control #	Date:
Short Title:	Affected System(s):
Requested by:	Supporting Materials Attached (yes/no)
Type of request (P, A, D, T): P=Plan/Sched Chg, A=Architecture Chg, D=Design Chg, T=Tech Chg	
Description of Change Request:	
Reason for Change:	

EVALUATION SECTION	
Identify requirements, & products/deliverables changes:	Estimate of effort (hrs) :
Identify plan changes:	Total Hours:
Description of risks: Risks associated with making and not making changes to system, project, and business:	
Recommendation:	
Evaluated by:	Date:

DECISION APPROVAL SECTION		
Cancel ___	Postpone ___ Reconsider on: _____	Integrate into Project ___
Decision Approval Signatures:		
Sponsor:	Technical/User Rep:	Project Mgr:

