

Change Management

With the state relying almost exclusively on the technology services we support, it is important that we minimize disruptions as much as possible.

TYPES

STANDARD

Standard pre-approved changes: Are approved for up to one year, as long as no service outages occur as a result of implementation and should follow the standard risk-based lead times and approval process.

NORMAL

Normal changes: Are important, require a full review and are approved by the CAB and leadership.

MAJOR

Major changes: Are high risk, require detailed documentation and are approved by the CAB and leadership.

EMERGENCY

Emergency changes: Are urgent and necessary to restore a system to working status and approved by default. Documentation must still be submitted after implementation.

STEPS

1

Change requests must be submitted to the Change Management team by 9 a.m. to be eligible for that 24-hour period. Normal changes should still follow the risk-based lead times and review/approval process. If your change affects many customers or causes a high impact — something new, customer must make a change — a 14-day lead time will be necessary for planning and sending a customer communication and any supporting documentation. The communication must be sent seven days prior to the scheduled change.

2

If the request is submitted at 9:01 a.m., it will not be implemented and the requestor must wait until the next 24-hour period to request again.

3

Implementing an unapproved or undocumented change is cause for disciplinary action, up to and including termination.

4

Emergency changes, such as restoring a system to working status, are approved by default. The 9 a.m. rule does not apply to these changes, but they should still be documented.

5

Pre-approved changes for routine updates are approved for up to one year as long as no service outages occur as a result of implementation and they are documented following the standard process.

Contact the Change Management team at change@omes.ok.gov with any questions.