CTG Infrastructure Change Management Overview

Overview

Change Management Process is a service focused on helping teams understand and work to minimize the risks of changes to the IT environment. This includes changes to internally utilized infrastructure and applications as well as changes to our products/applications utilized by our global customer community.

This document contains information about the following topics:

- Roles and Responsibilities for Change Management
- Entering new change requests (Standard, Normal, and Emergency)
- Finding an existing change request
- Getting your Change Request approved

Roles and Responsibilities

Change Initiator (Product Team, IT Team, any Intuit employee anywhere in the world)

- Changes include updates to our Intuit products for our customer community or changes to our application or IT environment globally.
- The Change Initiator submits the Change Requests, in Service Now.
- Attends the CAB meeting to represent their Change Request for all "Normal" type Change Requests

Change Manager

- Prepares for the Daily CAB Meeting by:
  - Pulling a list of daily changes for CTG CAB review from Service Now
  - Identifies any other changes (Tax Readiness or Marketing events) the team should be aware of
  - Updates the pulled list with recommendations on how to resolve calendar conflicts or recommended traffic moves (done to mitigate risks of production issues)
- Facilitates the CAB Meeting so the CAB participants (CAB Core team, Release Manager and initiators) to facilitate decisions on:
  - Traffic moves
  - Helps the team to "deconflict" calendar conflicts (product releases, tax season events, marketing events, Production load testing, Change Requests and Maintenance Changes)
  - Communicate to initiator if the change needs additional information

        - Asks CA team for feedback based on daily operation for Change Management

- Communicates the results of the CAB meeting:
    - Communicates the traffic moves, Change Requests, and Maintenance Requests to the Intuit Business Operations teams in the US and in IDC
- Proactively facilitates discussions to anticipate upcoming business events and coach on how to update the related consolidated Change Calendar with related experts in these areas:
    - Tax Readiness
    - Marketing
    - Product Management
- Provides self-service access for CTG Intuit employees for:
    - Change Management procedures
    - Change Management or Service Now materials and tutorials
- Facilitates review and process improvement suggestions to increase Business Availability by sharing Post Mortem findings in CAB Review Meetings with Application Operations to identify related process improvements
- Creates reporting and metric analysis to meet Change Management reporting requirements from Product Management or Application Operations teams

Change Advisory Board (CAB) Members

An authoritative and representative group of people who are responsible for assessing, from both a business and technical viewpoint, Change Requests for approval, scheduling and risk mitigation strategies.

- Change Initiators:
    - Before the CAB meeting they have:
        - Obtained full CR approval except for Change Management
        - Resources scheduled to support their deployment
    - Represent their change for CAB approval
- Release management representatives:
    - Before the CAB, they have:
        - Facilitated agreement with the IT teams that version compatibility (applications and software components) to ensure the release won't cause an issue
        - Resources scheduled to support the deployment

- Business Operations members:
    - The individual on-call for each Biz Ops team participates in each CAB meeting
    - Reviews Change Management recommendations and provides decisions on recommended schedule changes to mitigate conflicts and traffic moves
    - Provides feedback on their on-call experience where the Change Management process needs to be improved
    - Moves traffic based on CAB decisions (US or IDC depending on the time and business hour coverage)
    - May implement the change (or it could be done by other IT operational team leads)

Release Manager

- Facilitates approval of CCRB before CAB meeting
- Facilitate resolution that the “Release” does not have software conflicts (applications or software tools)
- Represents the release in the CAB process to brainstorm how to avoid calendar conflicts and business availability concerns

Entering Standard Change Requests

Contents

This topic covers the procedure to create a standard change request in Service Now

- Standard – A Change that is **pre-approved** by Change Management, evaluated as low-risk, relatively common and performed according to a procedure or work instructions. There are no approvals on Standard Changes. Most Changes will be Standard.

Lead Time

Ideally, standard requests have a lead time of 3 days. If you need a change to take place sooner, enter an emergency request. Only do that if the change impacts the customer experience.

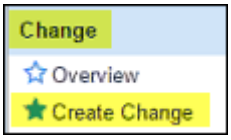
Responsibility

Change Management Initiator

Procedure:

To create a **STANDARD** change request:

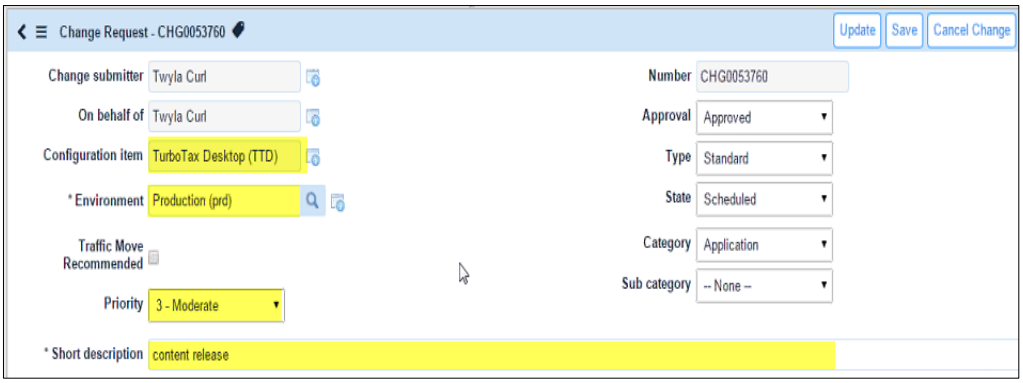
1. Click https://intuit.service-now.com to open a Service Now ticket.
2. In the navigation column, select Change, and then select Create Change.



3. For Standard changes only, in the Application Change Requests section, select the specific template for the work you want to perform.

   << Need new screenshot>>

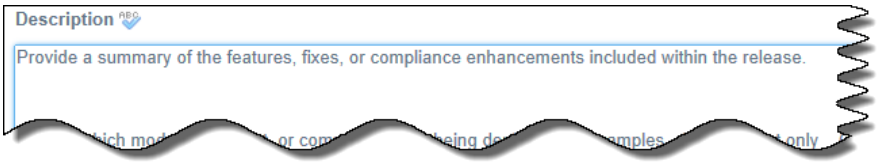
4. Click New to open a new change request.
5. In the top part of the Service Now request form, enter the highlighted items.



Required Fields:

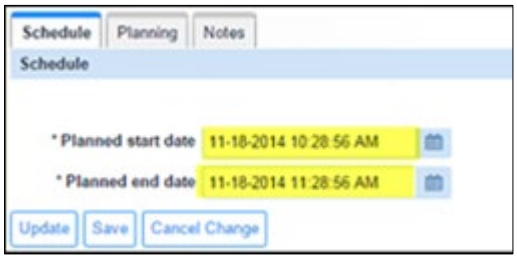
- Configuration Item – You can click the search icon to find the appropriate valid configuration item.
- Environment – Enter the affected environment.
- Select a priority from the drop-down list for the requested change. The default is Moderate.
- Short description – Enter a short description of the change.

6. Enter a more comprehensive but still high-level description of changes in the Description field. The contents of this field will vary according to the template you select. Focus on the critical release fixtures, fixes, and compliance issues addressed within the release.

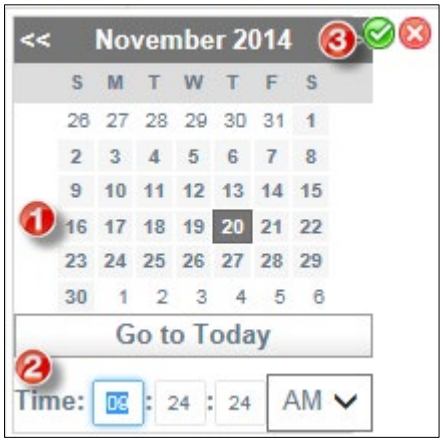


   Provide a summary of the features, fixes, or compliance enhancements included within the release.

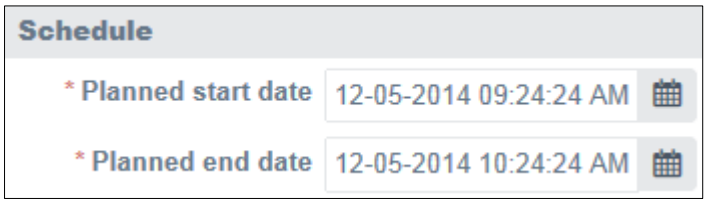
7. On the Schedule tab, click the Planned Start Date to enter the date you want to schedule the start of the CR.



8. Click on a date, and then enter the start time on the calendar window, including whether you want it to happen in the AM or PM; click the green check box once you've selected the start date and time to save it.



The Start and End dates will automatically be scheduled 1 hour apart on the same date that you selected. You can click on the Planned end date to adjust the end time or date if needed.



9. Click Initiate Change to submit your change.

Note: You can also click Save to keep what you entered and return to complete the request at a later time.

Next Steps

You will receive an email verifying that the Change Request is submitted. The submitted Change Request will trigger the tasks to begin based on the template you selected.

Creating Normal and Emergency Change Requests

Contents

This topic covers the procedure to create a normal and an emergency change request in Service Now.

Information You Should Know

Templates determine the type of Change Request you will submit.

- Normal change requests are reviewed on a daily basis by the Change Advisory Board (CAB) regardless of downtime or risk.
- Normal Changes will have at least 3 approvals:
  - QA approval – The submitter will provide an individual to provide a QA approval.
  - CI Approver – An approval group will be pulled from the related CI (Configuration item).
  - CAB Approval – The CAB will provide the final approval.

Service Now will automatically trigger approval requests from the appropriate approver.

For Emergency Change Requests:

You can perform the work first but the Change Request will still go through the same approval process as it would for a Normal Change Request. You have up to four hours to complete a Change Request after the work is completed.

Lead Time

Optimally, a Normal Change Request requires 7 days of lead time. Change requests that are not given enough lead time will be flagged as expedited and will follow the same workflow as all other Normal change requests.

What You Need

Access to a group that allows access to the Service Now Change Request processes.

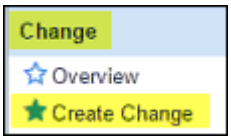
Responsibility

Change Management Initiator

Procedure:

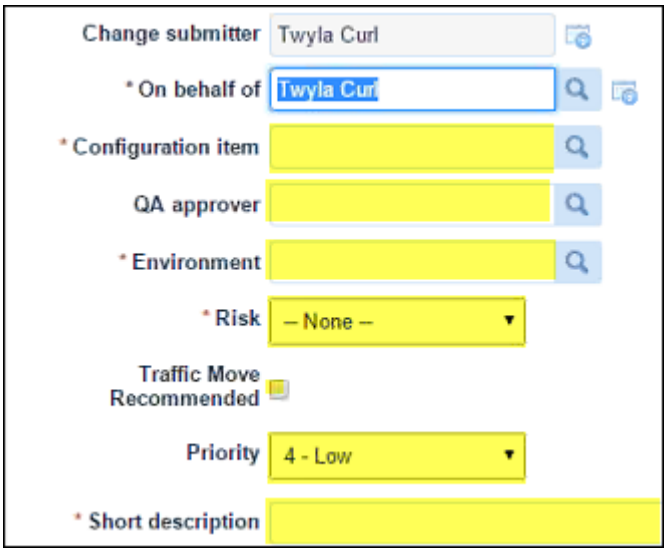
To create a **NORMAL** change request:

1. Click **https://intuit.service-now.com** to open a Service Now ticket.
2. In the navigation column, select Change, and then select Create Change.



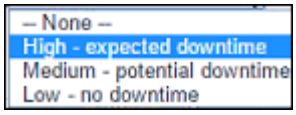
<<New screenshot>>

3. In the top part of the Service Now request form, start to complete the request form by entering applicable highlighted items on the left side of the form.



Needed and Required Fields:

- Configuration Item – You can click the search icon to find the appropriate valid configuration item.
- QA Approver – You must have a Normal or Emergency Change Request reviewed by a QA approver and their name should be entered in this field. You can start typing or click Search to locate and select an approver.
- Environment – Enter the affected environment. You can start typing or click Search to locate and select an environment.
- Risk – Select a risk level from the drop-down options.

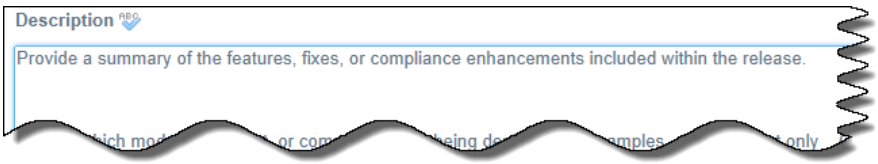


  - High – Select this option when there is expected downtime for this item. You will also need to enter the amount of down time that this change is expected to require from a field that will pop up when you select high.

  - Medium – Select this option when there is a high potential that down time will likely occur.
  - Low – Select this option when no downtime is expected.

- Select a priority from the drop-down list for the requested change. The default is Moderate.
- Short description – Enter a short description of the change.

4. Enter a more comprehensive but still high-level description of changes in the Description field. (The contents are being revised currently.) Focus on the critical release fixtures, fixes, and compliance issues addressed within the release.

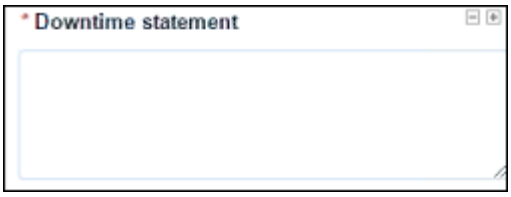


Provide a summary of the features, fixes, or compliance enhancements included within the release.

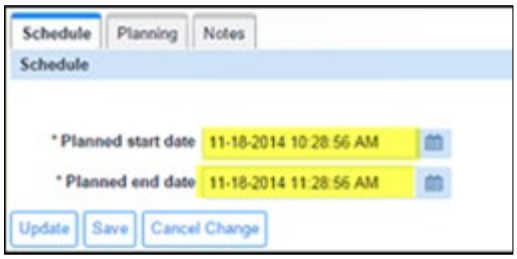
Additional Details:

- For Sox Systems Only: If testing is not possible PRIOR to implementation of the change, the IT or QA Tester must perform and document testing within 2 business days of the change being implemented into the production environment and ensure that they are contained in the links/attachment provided above. Approvers are responsible for reviewing test or acknowledging that tests cannot be performed prior to implementation of the change.

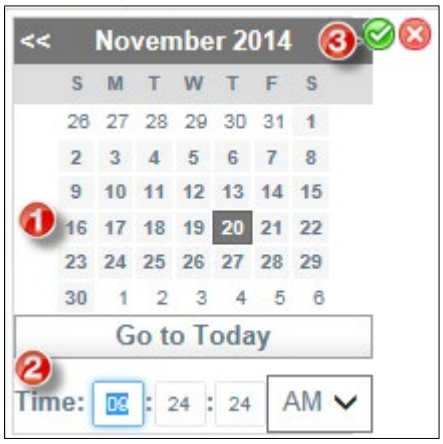
5. Write a statement about the downtime required in the Downtime Statement field.



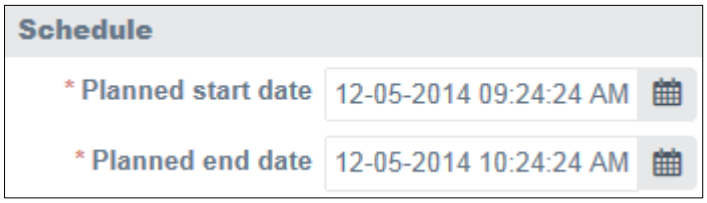
6. On the Schedule tab, click the Planned Start Date to enter the date you want to schedule the start of the CR.



7. Click on a date, and then enter the start time on the calendar window, including whether you want it to happen in the AM or PM; click the green check box once you've selected the start date and time to save it.

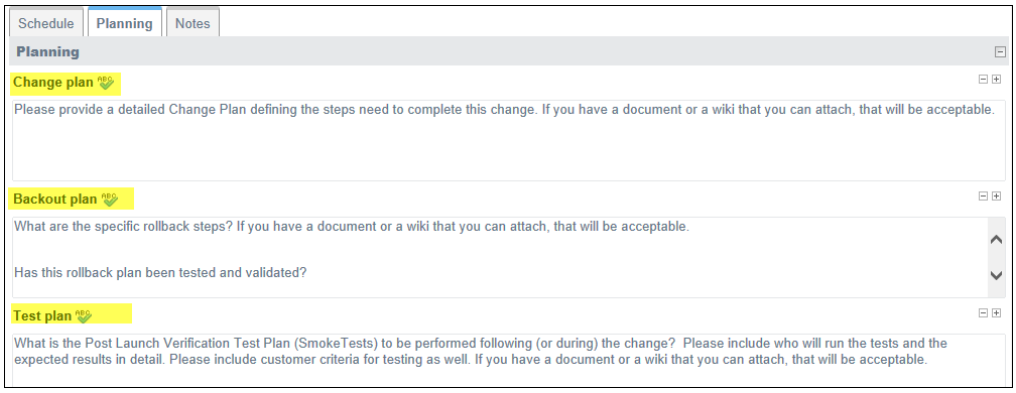


The Start and End dates will automatically be scheduled 1 hour apart on the same date that you selected. You can click on the Planned end date to adjust the end time or date if needed.



8. Click on the Planning tab and complete the following mandatory fields.

- Change Plan
- Backup Plan
- Test Plan



9. For a Normal Change Request, click Save first, and then click Request Approval to submit your change.

10. If the Change Request is an Emergency Change Request, click Emergency Change instead.

    Note: You can also click Save to keep what you entered and return to complete the request at a later time.

Next Steps

- Tasks will be created from the template and various people or groups responsible for a task will be notified through Service Now.
- Approvers will be notified and once one approver clicks that the Change Request is approved, it will remove any further need for approval.
- As tasks are completed, they must be marked complete in the Change Request (in the State field of the task) so that eventually the Change Request will be marked completed.

Closing Your Change Requests

As the Change Request Initiator, once your Change Request has been completed, you must return to the Change Request in Service Now and enter a completion code in the Change Request Completion Code field (will appear when change is ready to be closed) to close out the Change Request. If you do not perform this step in a timely manner, you will begin receiving messages from Service Now that this step needs to be completed.

An open task must be closed before you can close the Change Request. When the task State Field is changed to Closed Complete the CR's State is moved to Implemented. In the Completion code field, enter one of three completion codes listed below. If you do not perform this step in a timely manner, you will begin receiving messages from Service Now that this step needs to be completed.

You can select one of three completion codes:

- Successful
- Successful with issues
- Unsuccessful

Note: The Submitter of the CR owns the change from end to end. Change Management reports to senior leadership on CRs past their planned execution date that are NOT closed as successful. In addition, changes that are not completed by the planned end date cause concerns from an audit perspective, and operationally,

we do not have correct data. We understand that expected execution dates do change, but if this happens, please reach out to your ***Change Manager***. If the work cannot be executed on time, we will work with you to update the request.

Finding a Change Request in Service Now

Information You Should Know

You can view any open requests, regardless of their status, using this procedure. You can also view any tasks that are being performed to process your change.

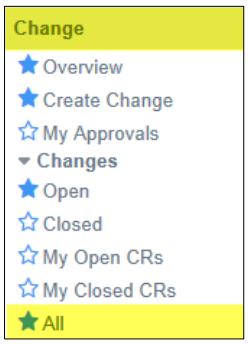
What You Need

Access to a group that allows access to the Service Now Change Request processes.

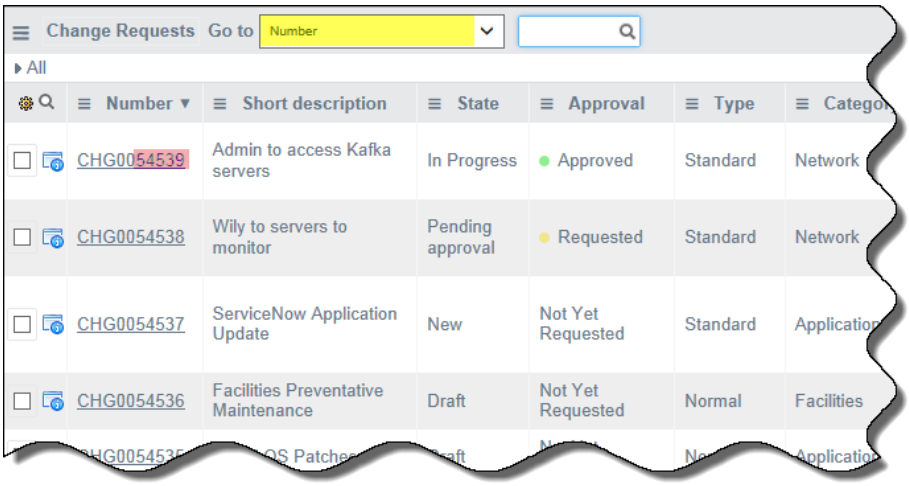
Procedure:

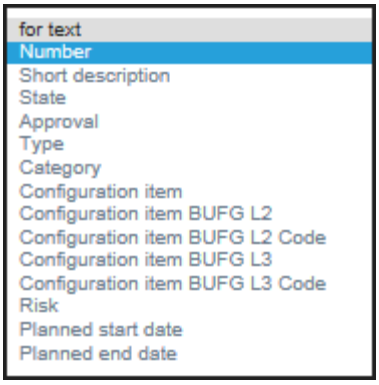
To locate a Change Request in Service Now:

1. Click **https://intuit.service-now.com**.
2. In the navigation column, select Change, and then select All.

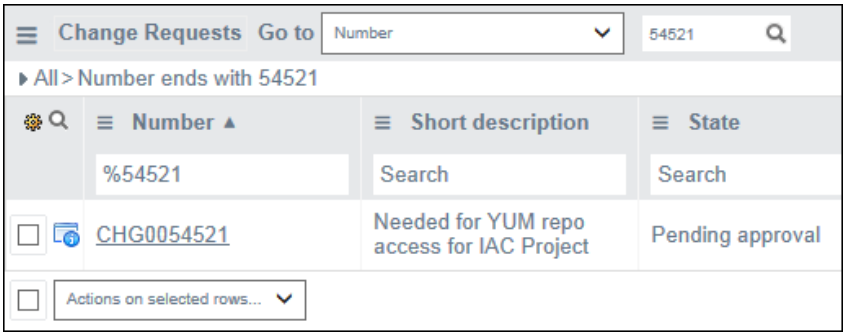


3. In the Go to field (highlighted), select what you want to search on.





4. In the Search box enter the last five digits of the Change Request. You can also enter the entire number.

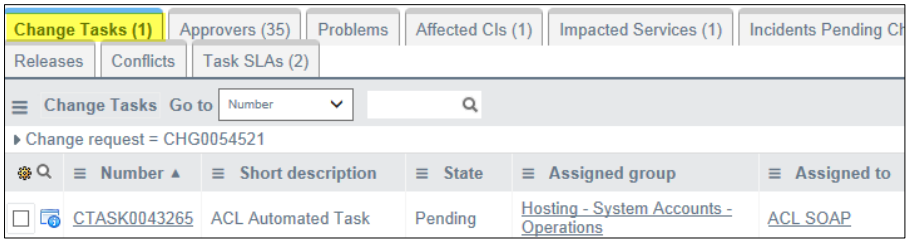


5. When the results appear, click on the Change Number to open and view the results.

Viewing Tasks

Once you have a change order open, you can also view the associated tasks.

1. With the Change Request opened, scroll down to the bottom of the form.



2. Click the Change Tasks tab.
3. Review and open any task that you want more information on.

Getting Your Change Request Approved

Overview of Process

Only Normal requests need CAB approval. Emergency requests can obtain approval after the request has been completed.

1. Submit your change request with the date you want your change to be implemented.
2. Make sure that your change request has all the approvals needed prior to attending the CAB.
3. You should receive an invitation to attend the CAB on the date your request is scheduled to be performed.
4. On the date that the request is scheduled to be performed, a Change Advisory Board (CAB) review will be conducted and the request will be approved or rejected.
5. Provided the submitted Change Request is complete, no conflicts with other scheduled changes are found, and there are no other issues, your request will be approved.
6. Once approved, the request will be scheduled.
7. After the change has been implemented and you receive a notice from Service Now indicating it is complete, go back into Service Now and close out your Change Request.
8. <<Is there anything that lets initiator know the request is completed? >>
9. If your Change Request is not approved, you will need to reschedule it for another time and repeat the process.

Glossary

Change Request	A request for a change to a Configuration Item by any requesting Intuit employee. There are three types of Change Requests: • Standard– A Change that is **pre-approved** by Change Management, evaluated as low-risk, relatively common and performed according to a procedure or work instructions. There are no approvals on Standard Changes. Most Changes will be Standard. • Normal– A Change that that must follow the complete change management process and will be reviewed by the Change Advisory Board (CAB). • Emergency– A Change that must be introduced as soon as possible in order to restore service, or protect a service from an unacceptable risk of failure or degradation. Changes can be submitted after the fix has been made. They will still have to go through the approval process and workflow.
Release	Multiple changes that are grouped in one "release" to the end user customers.
Configuration Item	A list of the application, technology, network or storage components (from the Change Management Database) that will be affected by the change. Any Intuit application (e.g., TTO) or Intuit IT component including hardware, software, network or infrastructure.