# Corporate Policy for Change/Incident Management

## 1.    Introduction
The objective of this document is to describe the Control Process adopted by HBBC ICT in relation to Change and Incident Management.

## 2.    Objectives of the Policy
The objectives of this policy are to manage Changes and Incidents within the context of ICT.   The policy applies to moves and changes of equipment as well as to any changes to ICT hardware or software.

**3.     Scope of the Policy**

The policy will be required for any action which has an impact (or potential impact) on the ICT environment, irrespective of whether this is from a user or a member of the ICT team.

The policy scope includes:

- All responses to ICT Incidents, regardless of size or complexity
- All changes to the IT infrastructure and production services, regardless of size or complexity
- All changes implemented as a requisite of project work, regardless of size or complexity
- All changes affecting individual configuration items

This policy aims to protect the service delivery environment from changes which have the potential to be disruptive or have unacceptable associated risk.

**4.     Associated documents**

"Change and Request Management Procedures".

**5.     Policy**

**Process Steps**

**I.  Request for a change**

All requests must be made using the Steria Service Desk (email: HBBC.Servicedesk@Steria.co.uk or by calling *7023).

All project work (major changes) must be accompanied by a fully completed change request form (Appendix B) a minimum of one week before the requested date for implementation.  Completed by IT in discussion with.key contacts.

**II.  Priority of request -**

The service desk will log the call on the STARs system and allocate workflow according to service definitions agreed between HBBC and Steria (HBBC Specialist Solutions Model Contract Schedules 2 16 Special Term D V0 1_SLA.doc )

        The priority levels are:-

**Priority 1** - Service is unavailable resulting in a direct business impact.  The problem has resulted in the failure of Council business-critical activities (e.g. system down during defined critical periods) or a network fault

(voice or data) has occurred in which the data port or telephone handset is not functional and affecting more than 24 users.

Failure of system(s) with a critical business impact including:-

LAN, Citrix, PCs*

Applications during defined critical periods (Academy, Anite, Cash receipting, Radius, Business Objects, Albacs, Rebus, Strand, Orchard, Web including Intranet, Uniform)

WAN including Internet access

**Priority 2** - Service is adversely affected resulting in indirect business impact. The problem has impacted the Council such that one or more Council business areas are affected (e.g. directly or indirectly affects multiple users, poor response times, an important application is unavailable) or a network fault (voice or data) in which the data port or telephone handset is not functional and affecting up to 24 users.

*Failure of system(s) or a major component thereof with degradation of performance across the Council or Service / Business unit.*

*Email, phone system, printers*, scanners, AIM legal application during defined critical periods*

Applications during normal business periods ((Academy, Anite, Cash receipting, Radius, Business Objects, Albacs, Rebus, Strand, Orchard, Web, Uniform, **Software AG, ArcView, Ten, Achieve Forms, Navman, Locta,**)

**Priority 3** - Service is adversely affected resulting in limited business impact. The problem prevents Council personnel from effectively performing business activities. Although important, the Council's key business will not be adversely affected (e.g. individual PC is down, an error message at log-on, printer not working, an application transaction failure, or a network fault (voice or data) in which the data port or telephone handset is not functional and affecting up to 3 users).

Failure of a user system or request for back-ups.
Update of anti-virus software from receipt.

Laptops, fax machines and Applications during normal business periods (AIM Legal, Strand, **ECMK Integrator, Premier Electronic Forms, Submit-a-plan, ADS, BI Query/GQL, ESRI ArcPad 7**)

**Priority 4** – Change Request (IMACD) within Service Charge

Change Request (IMACD)
(For clarity these are not always associated with work within the base
service charge)

Including:

- Setting up new user accounts, deleting leave accounts, modifying or updating user profiles or access to standard software of permission levels (refer to user access permission form)
- Setting up new e-mail distribution lists or updating e-mail addresses.
- Installing standard packages for up to five users per request. More than 5 users by agreement when Change agreed.
- Installing upgrades / fixes / patches to standard application software
- Equipment moves (PCs, WIDs, printers, scanners, faxes or telephones) for up to five users per move or request. More than 5 users by agreement when Change agreed
- Installing agreed new software packages - single user
- Software deployed to users from servers
- Re-cabling of patch leads (data and voice) to data outlets.
- Installation of desktops to standard image for up to five users per request.
- Upgrading or replacing desktops or peripherals - single user (total project if > five users - requires agreement and scheduling)
- Installation of PDA or other minor peripheral (digital camera, local printer, scanner, etc) and connection single user.
- Back-up of data files to CD or other back-up device - single users.
- General advice and assistance to single user not included within remedial or preventative maintenance.

**Priority 5** – Change Request (Complex or Project) or a request for information. Not within scope of Priority 4 calls due to size or complexity.

Change Request (Complex or Project)
Other remedial and non-remedial maintenance work not within scope of Priority 4 calls due to size and complexity.

- IMACDs involving more than 5 users or pieces of equipment undertaken within office hours
- Office moves or relocations involving more than 5 users or pieces of equipment at any one time

- Patches and software upgrades including upto 8 per month undertaken out of on site supported hours

Additional charges will only be incurred where the request requires the SERVICE PROVIDER to use additional resources or results in out of hours work (excluding UPS testing, software upgrades and Patch installation)

**Priority 1P** - Reset or delete a user password within 1 hour of the request being reported to the Service Providers' Service Desk.

**Priority 2P** – Emergency set up of a new user within 2 hours of the request being reported to the Service Providers' Service Desk.

**Priority 3P** - Set up a new user on the due day, with the Service Providers' Service Desk being given 2 days notice.

## III.  The Weekly Change Management Meeting

Every week, on the same day and at the same time, a Change Management meeting will be held. The function of this meeting is to understand the required changes for the coming weeks, and to ensure that all parties who may be impacted have the opportunity to approve, or reject where appropriate, the change request.

The Change Manager, or their nominated deputy, will chair this meeting.  The ICT Service Provider will also be represented.  The Systems Administrators who are requesting a change (or a nominated and qualified representative) should attend, as should representatives from all teams who may either be undertaking the change or potentially impacted by the change.

Each individual requesting a change will be required to explain the change and why it is needed, so that the meeting can understand the impact and also ascertain the relative priority against all of the other change requests.

The ICT Service Provider will provide in preparation for the meeting a Forward Schedule of document together with completed Change Notes and associated impact analysis (see Appendix B).  This documentation will be completed. and copies saved, as described in the "Change and Request Management Procedures" document.

The ICT Service Provider will update the FSC with notes from the meeting including any agreed deadlines and issue a completed version not more than 1 day after the meeting..

At the weekly meeting agreement should be given as to when a change will happen, where this is not possible the requester of the change should be told when to expect this information.

### IV. Deadline management

The deadline and any other applicable notes will then be recorded against the change by the Steria representative on STARs.

### V. Suspended calls – 'stopping the clock'

Calls will be placed on suspend for a number of reasons:

- Suspended supplier
- Suspended customer
- Suspended contractor

Calls will be considered in progress against the agreed Service Level Agreements unless the calls are placed on suspend.  On these occasions the call owner must ensure that the call history is updated with an accompanying narrative of describing the reason for suspend.

## Appendix A - Change Implementation: Deadlines / SLA's

**Hinckley and Bosworth Borough Council Service Level Agreement and Service Monitoring**
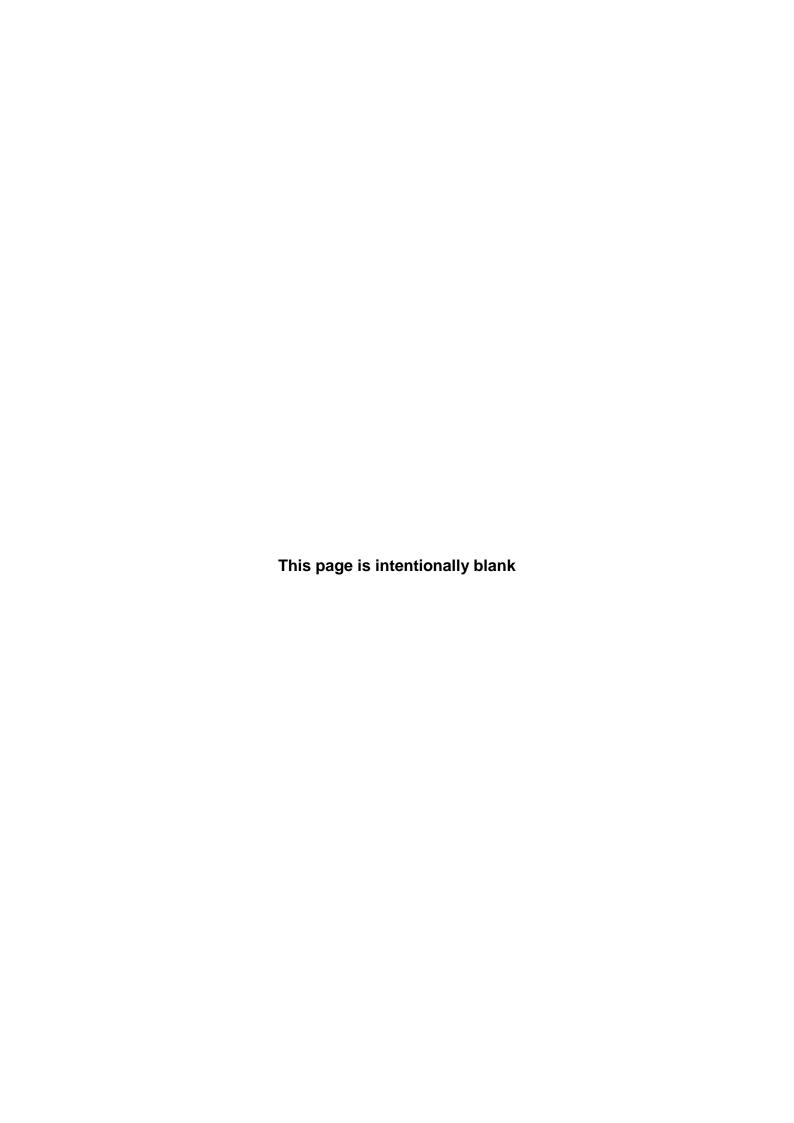
Prioritising Requests

| Priority | Category | Response | Resolution |
|---|---|---|---|
| **1.**<br>Failure of system(s) with a critical business impact including:-<br><br>LAN, Citrix, PCs* and password resets<br><br>Applications during defined critical periods (Academy, Anite, Cash receipting, Radius, Business Objects, Albacs, Rebus, Strand, Orchard, Web including Intranet, Uniform)<br><br><br>WAN including Internet access | Major / Emergency | <br><br><br>30 minutes<br><br>30 minutes<br><br><br><br><br>30 minutes | <br><br><br>2 hours<br><br>2 hours<br><br><br><br><br>2 hours |
| **1.P**  Reset or delete a user password within 1 hour of the request being reported to the Service Providers' Service Desk | | | 1 hour |
| **2**.<br>*Failure of system(s) or a major component thereof with degradation of performance across the Council or Service / Business unit.*<br><br>*Email, phone system, printers*, scanners, AIM legal application during defined critical periods*<br><br>Applications during normal business periods ((Academy, Anite, Cash receipting, Radius, Business Objects, Albacs, Rebus, | Major / Emergency | 30 minutes | 4 hours |

| | | | |
|---|---|---|---|
| Strand, Orchard, Web, Uniform, Software AG, ArcView, Ten, Achieve Forms, Navman, Locta,) | | | |
| **2.P** Emergency set up of a new user within 2 hours of the request being reported to the Service Providers' Service Desk | | | 2 hours |
| **3.** Failure of a user system or request for back-ups. Update of anti-virus software from receipt.<br><br>Laptops, fax machines and Applications during normal business periods (AIM Legal, Strand, ECMK Integrator, Premier Electronic Forms, Submit-a-plan, ADS, BI Query/GQL, ESRI ArcPad 7) | Minor / Major / Emergency | 30 minutes | 1 day |
| **3.P** Set up a new user on the due day, with the Service Providers' Service Desk being given 2 days notice. | | | 2 days |
| **4.** Change Request (IMACD) (For clarity these are not always associated with work within the base service charge) | IMACD | 16 service hours | 5 Working days from authorisation by ICT unless date agreed with ICT when Change authorised. Deadlines subject to software and hardware being available. |
| **5.** Change Request (Complex or Project) Other remedial and non-remedial maintenance work not within scope of Priority 4 calls due to size and complexity. (For clarity these are not necessarily associated with chargeable work) | Major / Other | By agreement with ICT and user | By agreement with ICT and user |

*: PC and printer resolution dependant upon HBBC supplied spares

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# Change Request Form

SS_POL007 Version 1.0 April 2012

| | | | |
|---|---|---|---|
| **Change Request or Quote Number** | | | |
| **Change Requested By** | | **Date** | |
| **Change Authorised By** | | **Date Authorised** | |
| | | | |
| **Site/Authority affected by change** | | | |
| **Type of Change (Application, Operating System, Other)** | | | |
| **Servers being affected** | | | |
| **Proposed change deadline** | | | |
| **Engineer to carry out change** | | | |
| **Detailed teleconference/pre-brief recommended** | ☐ | | |

| |
|---|
| **Description of Change** |
| |
| **Risks and Impact Analysis** |
| RISK: **LOW** **MED** **HIGH** (delete as appropriate)<br>IMPACT: **LOW** **MED** **HIGH** (delete as appropriate) |
| **Back-out Plan** |
| |
| **Concept of Operations (ConOps)** |
| 1. The engineer is authorised to undertake Back-out Plan should the need arise<br>2. The Engineer should cease the change if they have doubts about the plan<br>3. The engineer needs to seek approval for changes to the documented change<br>    a. Firstly from Steria Senior Engineer<br>    b. Then manager – MD, PL, AL |

This Change Request Form should be completed, and copies saved, in accordance with the procedure described in the "Change and Request Management Procedures" document.

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|  |  |  |  |
|---|---|---|---|
| **Lessons Learnt** | | | |
| | | | |
| **Completion** | | | |
| | | | |
| **Completion Date** | | | |
| **Checked By** | | | |
| **Signed Off By** | | **Sign Off Date** | |

**This Change Request Form should be completed, and copies saved, in accordance with the procedure described in the "Change and Request Management Procedures" document.**