**UniQuE**

Change Management Procedures

(Engagement Name and Id)

(Client)

**Document History**

|  |  |  |  |
| --- | --- | --- | --- |
| Version | Date | Author | Changes |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Review And Approval**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Role | Name | Date | Signature |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Distribution**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Company | Name | Number | Media | Action |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Storage**

|  |  |  |
| --- | --- | --- |
| Location | Access | Administrator |
|  |  |  |
|  |  |  |

Company Confidential - Copyright © 2017 Capgemini - All rights reserved

Template Version Number: Group Reference v1.1

**Table Of Contents**

[1 Introduction 3](#_Toc515982971)

[1.1 Purpose Of The Document 4](#_Toc515982972)

[1.2 Control Of The Document 4](#_Toc515982973)

[1.3 Owner 4](#_Toc515982974)

[1.4 Distribution 4](#_Toc515982975)

[1.5 Definition Of Terms And Abbreviations 4](#_Toc515982976)

[1.6 References 5](#_Toc515982977)

[2 Overview 5](#_Toc515982978)

[2.1 Scope And Requirements 5](#_Toc515982979)

[2.2 SLA And KPI 5](#_Toc515982980)

[3 Organization 5](#_Toc515982981)

[3.1 Service Organizational Chart 5](#_Toc515982982)

[3.2 Service Teams 5](#_Toc515982983)

[3.2.1 Client Team 5](#_Toc515982984)

[3.2.2 Capgemini Service Teams 5](#_Toc515982985)

[3.2.3 Subcontractors / Third Parties 6](#_Toc515982986)

[4 Change Management Process 6](#_Toc515982987)

[4.1 Initiate And Record Change 6](#_Toc515982988)

[4.1.1 Method To Receive And Record Change 6](#_Toc515982989)

[4.1.2 Classify Change 6](#_Toc515982990)

[4.2 Normal Change Handling 6](#_Toc515982991)

[4.2.1 Review And Filter Change Request. 6](#_Toc515982992)

[4.2.2 Approve Change Request 6](#_Toc515982993)

[4.2.3 Develop Change 6](#_Toc515982994)

[4.2.4 Deploy Change 6](#_Toc515982995)

[4.2.5 Close Change Request 6](#_Toc515982996)

[4.3 Standard Change Handling 6](#_Toc515982997)

[4.4 Emergency Change Handling 6](#_Toc515982998)

[4.5 Manage Changes And Actions 7](#_Toc515982999)

[4.6 Review Change Management 7](#_Toc515983000)

[4.7 Main Interfaces With Other Processes 7](#_Toc515983001)

[4.8 Process Improvement Procedures 7](#_Toc515983002)

[4.9 RACI 7](#_Toc515983003)

[5 Communication 7](#_Toc515983004)

[5.1 Meetings 7](#_Toc515983005)

[5.2 Status Reporting 7](#_Toc515983006)

[5.3 Escalation Mechanism 7](#_Toc515983007)

[5.4 Stakeholder Communication 7](#_Toc515983008)

[6 Change Management Tools 7](#_Toc515983009)

1. Introduction
	1. Purpose Of The Document

This document details the roles, responsibilities and procedures to satisfy the Change Management process, provided by Capgemini to <Client name> for the <Contract>.

The main objective is:

* To create mutual understanding of Capgemini and the Client about how this process can be delivered to meet the agreements with the Client, as specified in the Service Contract. This is done by:
* Clearly defining the organization and related responsibilities of Capgemini and the Client.
* Defining the processes and procedures required to provide service to the client in accordance with the Service Level Agreements.
* Defining the Key Performance Indicators (KPI) for Change Management.
* To ensure that the terms of the Service Contract are fully understood by the Change Manager and responsible delivery teams, demonstrate the acceptance of this document.
* To clearly define the responsibilities of Capgemini.
* To identify and establish a common understanding of the approach and components used during the service, (i.e. procedures, rules and applicable methods).
* To document or reference the specific versions of procedures, standards and methods which are applicable to the delivery of the service, incorporating Client procedures, as applicable.
* To provide an outline of the Technical Environment and tools used within the Service Engagement.
	1. Control Of The Document

The Engagement Manager (EM) in collaboration with the Change Manager is responsible for setting up the initial version of this document and the periodic maintenance of this document. This document should be minimally reviewed yearly and if needed, intermediate versions can be published. Each adjustment on this document should be agreed by the Client and Capgemini.

The log file of this document consists version number, date version, enhancements for specific version and author of the document. For significant adjustments “n.0” will be used and for small intermediate versions “n.x”.

* 1. Owner

Owner of this document is the Change Manager of the Service Engagement.

* 1. Distribution

Each version will be distributed to all stakeholders of Capgemini and the Client. Each stakeholder is responsible to take notice of this document, communicate to his teams and act accordingly.

* 1. Definition Of Terms And Abbreviations

|  |  |
| --- | --- |
| Term | Definition |
| CMMI for Services | Capability Maturity Model Integration for delivery of Services |
| ITIL | Information Technology Infrastructure Library |
| ISO | International Organization for Standardization |
| SGP | Service Governance Plan |
| SLA | Service Level Agreement |
| CAB | Change Advisory Board |
| ECAB | Emergency Change Advisory Board |

* 1. References

|  |  |
| --- | --- |
| Reference | Source |
| UniQuE | https://e-3d.capgemini.com/sites/SSC2/GroupQMS/SitePages/QMS.aspx |
|  |  |
|  |  |
|  |  |

1. Overview
	1. Scope And Requirements

*<<**Mention the scope (in scope and out of scope) based on the engagement contract. Also link the Requirement document>>*

* 1. SLA And KPI

<<Refer to SLA and if needed, add list additional agreed (internal and external) KPIs>>

1. Organization
	1. Service Organizational Chart

<<Mention the Organizational Chart to depict the teams responsible for this process within the Service Engagement. This would include Client team, Capgemini team, stakeholders and third-party vendors where ever applicable>>

* 1. Service Teams
		1. Client Team

The Client in an IT service provider is the person or group who defines and agrees the service level targets.

<<Mention the Client point of contacts, outlining their responsibilities and specific areas of expertise. Define contacts per group and language (if relevant)>>

* + 1. Capgemini Service Teams

<<Define the various resolver teams involved, outlining their responsibilities (e.g. 2nd/3rd Line Support) and specific areas of expertise. Define contacts per group and language (if relevant).

The language per team should be defined as well. If translation issue is relevant for the Service Engagement, precise the language for every information exchanged and when the translation is performed>>

* + 1. Subcontractors / Third Parties

<<Describe any interfaces to subcontractors, including third party resolver teams. How will Changes be communicated/updated when third parties are involved e.g. interfaces between IT Service Management tools>>

1. Change Management Process
	1. Initiate And Record Change
		1. Method To Receive And Record Change

*<<Once the Request For Change is received, mention the tool used to capture the change description along with the associated details>>*

* + 1. Classify Change

*<<Describe the procedure followed to perform an initial assessment of the received change and classifying the same (normal, standard or emergency>>*

* 1. Normal Change Handling

4.2.1 Review And Filter Change Request.

*<<Mention the procedure followed to filter valid changes and perform initial review of the change for details>>*

4.2.2 Approve Change Request

*<< Describe the procedure followed to obtain approval on the change>>*

4.2.3 Develop Change

*<<Mention the approach to be taken to develop the change>>*

4.2.4 Deploy Change

*<<Mention the procedure to obtain approvals on deployment and deploy the change>>*

4.2.5 Close Change Request

*<<Describe the procedures to review and close the change request. Also mention the types of change when*

*PIR should be conducted and the procedures for the same>>*

* 1. Standard Change Handling

*<<Mention the procedures followed to handle standard change requests>>*

* 1. Emergency Change Handling

*<<Mention the procedures followed to implement and close emergency change requests>>*

* 1. Manage Changes And Actions

*<<Mention the steps required to manage the change requests and its respective actions. This includes the steps taken to manage all the pending change requests, outstanding issues and actions taken. Any escalations during Change Management are also handled and actions identified to prevent future escalations must be discussed in the escalation communications>>*

* 1. Review Change Management

*<<Mention on how the agreed measurements of this process are captured and analyzed>>*

* 1. Main Interfaces With Other Processes

*<<Mention the inter dependency of this process with other processes. Cross reference to any other process or plans can also be mentioned here>>*

* 1. Process Improvement Procedures

*<<Mention the procedures to recommend improvement opportunities and actions identified for this process>>*

* 1. RACI

*<<Mention the detail roles and responsibilities of service teams for this process>>*

1. Communication
	1. Meetings

*<<Mention the meetings along with details like frequency, team, purpose, etc. required during the life cycle of the Service Engagement>>*

* 1. Status Reporting

*<<Mention the status reporting details (frequency, template, distribution list, etc.) as agreed with the Client>>*

* 1. Escalation Mechanism

*<<Define the escalation mechanism which must be followed within the Service Engagement to address the Change Management escalation. Normally it includes the mechanism to address the issues, escalation criteria for missed deadlines, action list, etc.>>*

* 1. Stakeholder Communication

*<<Identify the list of stakeholders for this process and mention the instances and mode of communication for the same>>*

1. Change Management Tools

*<<Mention the tools and its purpose used to execute the process within the Service Engagement>>*