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Comment [BV1]: All fields in this document marked by square brackets [] must be filled in.

Comment [BV2]: The document coding system should be in line with the organization’s existing system for document coding. In case such a system is not in place, this line may be deleted.
Change history

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<td>xx/xx/2013</td>
<td>0.1</td>
<td>Branimir Valentic</td>
<td>Basic document template</td>
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1. Purpose, scope and users

The aim of this document is to define the purpose, scope, principles and activities of the Change Evaluation process.

This document is applied to the entire IT Service Management (ITSM) organization.

Users of this document are all employees of [organization name], as well as all external parties who have a role in ITSM.

2. Reference documents

- Change Management Process
- Design Coordination Process
- Service Validation and Testing Process
- Service Level Management Process
- Release and Deployment Management Process

3. Policy

The purpose of the Change Evaluation process is to provide the management of [organization name] with a tool to determine the performance of the service change, i.e. change to an existing service or introduction of a new service.

3.1 Handling of service changes

Every change, before the service is transitioned into an operational environment, must be evaluated in order that Change Authority can authorize it (Change Authorities are defined within the scope of the Change Management process). Major changes are evaluated within the scope of the Change Evaluation process.

[role description] handles, together with business representatives, issues that arise through evaluation of unsuccessful changes. Accepted actions are:
- Change is accepted as is, i.e. with malfunctionality
- Change is rejected as is, but malfunctionality is resolved in agreed time period
- Change is rejected
4. Process

Figure: Change Evaluation process activities

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4.1. Evaluation plan

[role description] is responsible to plan change evaluation and effects.

4.2. Understanding the intended effects of a change

Intended effects are the effects that match the acceptance criteria (see Service Acceptance Criteria in Appendix of Service Validation and Testing). [Change Evaluation Practitioner] must analyze the Request for Change (RFC), all and other inputs from the customer as well as the Service Design Package (SDP) defined within the scope of the Service Coordination process and decide whether to undertake the implementation of the service change or not.

Results of the analysis are entered into the RFC (see Appendix of Change Management Process) and communicated to the Change Authority.
4.3. **Understanding the unintended effects of a change**

[Change Evaluation Practitioner] must analyze the Request for Change (RFC), e-mails and other inputs from the customer as well as the Service Design Package (SDP) defined within the scope of the Change Evaluation process to identify unintended effects of change, discuss them with stakeholders (customers, users, service provider team...etc.) and evaluate their feedback.

Results of the analysis are entered into RFC (see Appendix of Change Management Process).

4.4. **Evaluation of predicted performance**

[Change Evaluation Practitioner] must analyze the Request for Change (RFC), e-mails and other inputs from the customer as well as predicted performance to assess risks associated with the service change. In an evaluation report (inside of RFC, see Appendix of Change Management Process) and report it to the Change Manager.

Based on the evaluation, [Change Manager] can make the following decisions:

- To proceed with the change – change implementation will proceed after next authorization point
- Not to proceed with the change – stop all activities and wait for [Change Manager]’s decision.

4.5. **Evaluation of actual performance**

[Change Evaluation Practitioner] and informs the Change Authority (see Change Management process) using the RFC document (see Appendix of Change Management Process) to recommend further proceedings.

Based on the evaluation, [Change Manager] can make the following decisions:

- To proceed with the change – change implementation will proceed after next authorization point
- Not to proceed with the change – stop all activities and wait for [Change Manager]’s decision.

[role description] must analyze the Request for Change (RFC), e-mails and other inputs from the customer as well as actual performance to assess risks associated with the service change, create an evaluation report (inside of RFC, see Appendix of Change Management Process) and report it to the Change Manager.

5. **Roles and responsibilities**

5.1. **Change Evaluation Manager**

[role description] assigns the Change Evaluation Manager role.

Responsibilities of Change Evaluation Manager:
5.2. Change Evaluation Practitioner

[role description] assigns the Change Evaluation Practitioner role.

Responsibilities of Change Evaluation Practitioner include:
- Performs evaluation of changes and creates reports which are used by Change Management process.
- Evaluates transition of a service from design phase into operational stage and performs risk analysis.
- Evaluates SDP and Release Package (produced in Release and Deployment Management process) and creates report for Service Validation and Testing Management.

6. Measurement and metrics

6.1. Measurement

[role description] is responsible to produce reports.

[role description] is responsible to:
- Evaluate reports.
- Define measures for improvement.
- Send reports to Service Level Manager on a monthly basis.

6.2. Metrics

Metrics reports are produced monthly, with quarterly and yearly summaries. Metrics to be reported:
- Total number of changes.
- Breakdown of changes by categories.
- Number of successful/unsatisfactory changes.
- Number of changes which required further user clarification.
- Number of changes which needed to be backed-out.

7. Critical Success Factors (CSF) and Key Performance Indicators (KPI)
[role description] is responsible to define CSFs and respective KPIs. Achievements against KPIs are monitored and evaluated by [role description].

<table>
<thead>
<tr>
<th>Critical Success Factor</th>
<th>Key Performance Indicator</th>
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<tbody>
<tr>
<td>Improving results of customer satisfaction survey regarding changes</td>
<td>Number of changes which have to be backed-out</td>
</tr>
<tr>
<td>Number of useful changes</td>
<td>Improving results of customer satisfaction survey regarding changes</td>
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8. Managing records kept on the basis of this document

<table>
<thead>
<tr>
<th>Record name</th>
<th>Storage location</th>
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<th>Controls for record protection</th>
<th>Retention time</th>
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<tr>
<td>Change evaluation report</td>
<td>[tool name]</td>
<td>[job title]</td>
<td>Release and Deployment Manager</td>
<td>Change Evaluation reports are kept for six months</td>
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</tbody>
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9. Validity and document management

This document is valid as of [date].

Owner of this document is [job title], who must check and, if necessary, update the document at least once a year.

[job title]

[name]

[signature]

Comment [BV10]: Example of CSFs and KPIs. Each organization must develop its own CSFs and KPIs depending on organization maturity and environmental circumstances. Achievements against KPIs must be monitored and used in other processes and as a basis for improvement.

Comment [BV11]: Usually Change Evaluation Manager.

Comment [BV12]: Change if needed.

Comment [BV13]: This is only a recommendation; adjust frequency as appropriate.

Comment [BV14]: Only necessary if the Procedure for Document Control prescribes that paper documents must be signed.