



State of Maryland

Maryland Health Benefit Exchange

APPENDIX C – MHBE CHANGE MANAGEMENT PROCESS OVERVIEW

JANUARY 4, 2016

1. Introduction

Change Management is the process of effectively planning, communicating, coordinating, testing, and implementing changes in order to prevent or minimize negative impact to the IT environment. The purpose of Change Management is to control and record all changes to the IT environment, in conjunction with Service Asset and Configuration Management.

2. Purpose

The purpose of this document is to enhance change communication, provide standards for the expectations of communications, and review processes for validating change. The Change Management policy covers all modifications to hardware, software, applications, databases, business processes, network components, physical locations, and services that pose a risk to MHBE or an MHBE partner.

3. Change Management Overview

Change Management is a control process and requests for change have a defined scope. All changes to a service or service component are initiated using a Request for Change (RFC). Change Management controls all modifications to the infrastructure. In the course of the Change Management process, the process owners and service owners use the Configuration Management Database (CMDB) as the resource for information about Configuration Items (CIs) that may be impacted by a change. All process owners must complete a written impact assessment.

4. Normal Change Management Process Overview

A normal change occurs during the normal change window from 5:00 PM ET on Wednesday, through 4:59 p.m. ET the following Wednesday. A normal change is any change that has not been escalated as an emergency change. Changes can be classified as normal, medium, or high risk.

Normal Change requests must follow the below steps:

- A. Must be submitted in ticketing system by Tuesday at 5:00 PM ET. NOTE: Change requests not submitted by 5:00 PM ET on Tuesday may not be approved.
- B. The Service Delivery Manager (SDM) updates the change request spreadsheet in preparation for the internal change review meeting held on Wednesdays at 9:00 AM ET.
- C. Upon completion of the 9:00 AM ET internal change review meeting on Wednesday, the SDM distributes the agreed upon changes to MHBE by 11:00 AM (ET)
- D. Client change review meetings are held on Wednesdays at 2:00PM ET.
- E. Upon completion of the 2:00 PM ET client change review meeting, the SDM distributes the final agreed upon changes to MHBE for final approval.
- F. Once final written approval is received by MHBE, the Manager (or approved designee) of the group performing the change and the SDM must approve the change in the ticket management system before the implementation start day/time.

- G. Before proceeding with the change, the technician must validate the change has an “approved” status in the ticketing system. If not, then the technician is not authorized to proceed and the change will need to be deferred.

5. Emergency Change Management Process Overview

The Emergency Change Process is to restore service of a business critical service or system. An emergency change must be associated with an active Severity 1 or Severity 2 incident and/or problem.

Anyone requesting an Emergency change must provide a reasonable answer as to why the emergency change is required without going through the normal change cycle. When the reason for an emergency change is requested by a client, it should be noted in the emergency change request.

Emergency changes should not be submitted due to “poor planning”. They should only be submitted to restore service or prevent a major incident.

When an emergency occurs, teams must follow the steps below:

- A. Apps or hosting team identifies incident and/or problem impacting or potentially could impact the production environment
- B. Team identifying incident contacts the hosting vendor and requests a Severity 2 incident and/or problem be opened and the on-call Service Delivery Manager (SDM) be notified via phone call
- C. SDM will work with support team(s) to determine course of action.
- D. Support team(s) identify potential fix and request Emergency Change from SDM.
- E. The team requesting the change must fill out the emergency change template (see template below) and sends to the Service Delivery Managers for review
- F. The Service Delivery Manager and/or Hosting Director/Application Director or above will obtain appropriate approvals from MHBE.
- G. Once approval is received, the technician will be notified and will be authorized to perform the change during the approved time-frame.
- H. Upon successful completion of the change, the technician must immediately notify the Service Delivery Manager.
- I. The Service Delivery Manager will notify MHBE that the change was completed.