

# Quick Guide – Updated Change Management



## Change Control

Modification	Details
<b>Version 2.0.0</b>	
	Content updated according to the new Change Management Process of CAMSS
<b>Version 1.0.0</b>	
<b>Initial version</b>	

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# INTRODUCTION

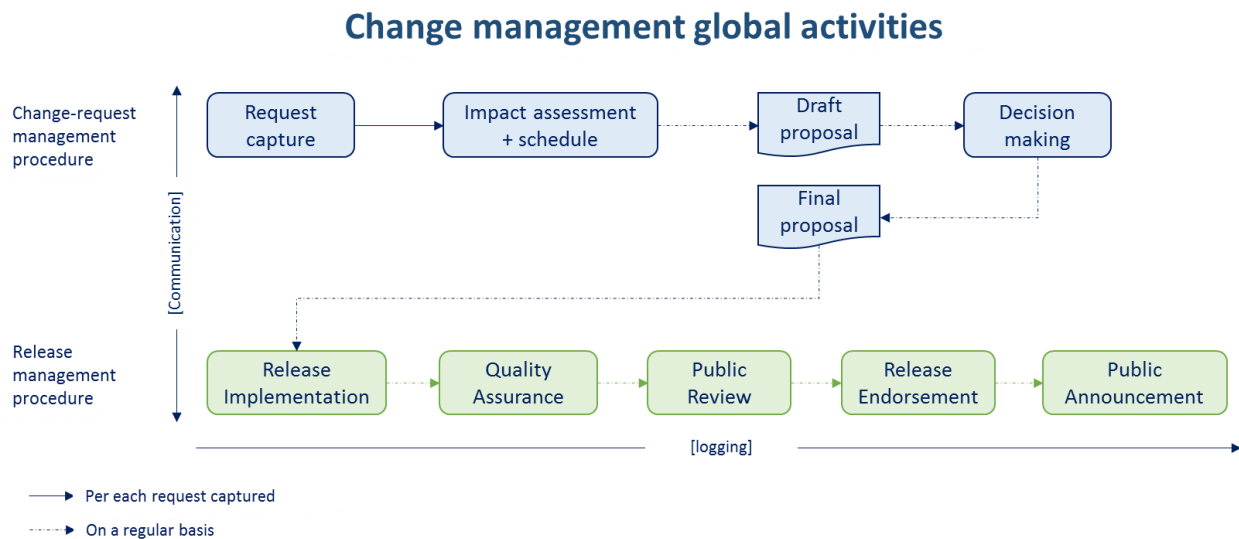
## Objectives and scope

The objective of this document is to summarise and schematise “D02.01Updated CAMSS Change Management Process v2.1” document in order to provide a quick overview of the CAMSS change management process.

### 1. CHANGE MANAGEMENT GLOBAL ACTIVITIES

In CAMSS the roles and activities are split into:

- The management of change requests (“**Error! Reference source not found. Error! Reference source not found.**”).
- The actual implementation and publication of releases (“**Error! Reference source not found. Error!**”).



**Figure 1: Change management global activities**

**Reference source not found.**”).

### 2. CHANGE MANAGEMENT TIME-CYCLE

The time span for the whole process comprises a complete change management cycle:

- It starts immediately **after the public announcement of the last release.**
- It should take **one year** (unless the governance bodies decide otherwise); divided in two equal periods of 6 months for each phase.
- It **ends with the public announcement of the next release.**

### 3. CHANGE REQUEST MANAGEMENT

A change request is **any proposal oriented to modify CAMSS**. The phase:

- starts with the submission of the change request form by a requestor;
- ends with the approved Final proposal, which collects all change requests captured during the previous phase and its recommendations. In addition to the recommended release(s) and time schedule.

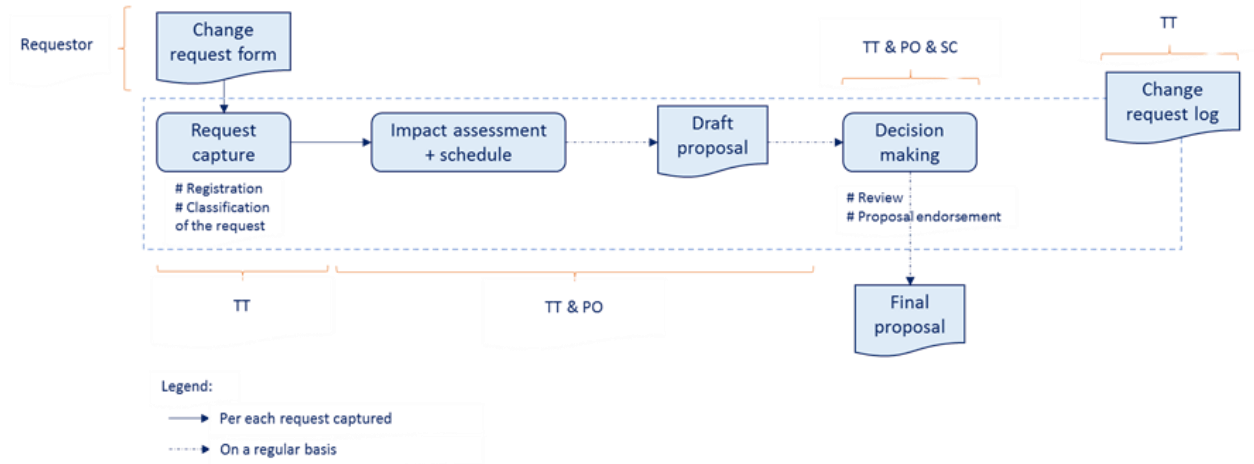


Figure 2: Change-request management procedure and actors

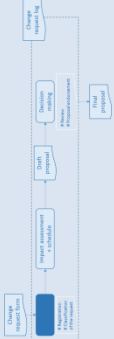
#### 3.1. Change request form

	<b>Actors</b>	<p><i>Requestor:</i></p> <ul style="list-style-type: none"> <li>▪ Anybody interested or involved in CAMSS (this includes any of the governance and maintenance bodies and anyone from the CAMSS Community).</li> </ul>
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>▪ <i>Change request form</i></li> </ul>
	<b>Activities</b>	<ul style="list-style-type: none"> <li>▪ <i>Submission</i> of the form through the facility provided in CAMSS <i>Joinup</i> page<sup>1</sup>.</li> </ul>

Table 1: Change request form

<sup>1</sup> [https://joinup.ec.europa.eu/community/camss/og\\_page/change-management](https://joinup.ec.europa.eu/community/camss/og_page/change-management)

### 3.2. Request capture



The flowchart on the left side of the table illustrates the request capture process. It starts with 'Change Request' leading to 'Request Registration', then 'Request Validation', 'Request Classification', and 'Request Publication'. A feedback loop labeled 'Appeal' connects 'Request Publication' back to 'Request Registration'. The process is supported by 'Technical Team' and 'Project Officer'.

	<b>Actors</b>	<ul style="list-style-type: none"> <li>▪ <i>Technical Team (TT)</i></li> </ul>		
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>▪ Notification for the requestor</li> </ul>		
	<b>Activities</b>	1. <i>Registration</i>	<ul style="list-style-type: none"> <li>▪ Log the change request in the ticketing system with a reference identifier.</li> </ul>	
		2. <i>Validation</i>	<ul style="list-style-type: none"> <li>▪ Verify that the change request is related to the CAMSS method.</li> <li>▪ Verify that describes the need and the feature that is required.</li> </ul>	
		3. <i>Classification</i>	<ul style="list-style-type: none"> <li>▪ Classify the change impact (field “CR Type<sup>1</sup>”).</li> <li>▪ Categorise the request according to the area being affected (field “Category”).</li> </ul>	
4. <i>Status publication</i>		<ul style="list-style-type: none"> <li>▪ Consultation, Postponed, Accepted for assessment or Rejected.</li> </ul>		
		5. <i>Appealing a rejected change request</i>	<ul style="list-style-type: none"> <li>▪ The requestor may appeal the decision made.</li> </ul>	

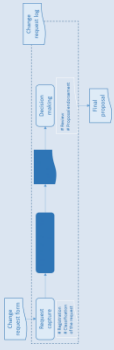
**Table 2: Request capture**

**CR Type** – change impact:

- **Review changes:** editorial changes, additional clarifications or small bug fixes.
- **Minor changes:** modifications or additions of elements that do not deeply affect the fundamental aspects of the CAMSS solutions release components.
- **Major changes:** fundamental aspects of the fundamental aspects of the CAMSS solutions release components are affected.

### 3.3. Impact assessment

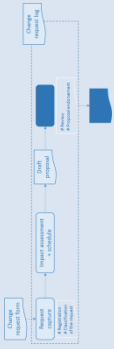
	<b>Actors</b>	<ul style="list-style-type: none"> <li>▪ <i>Technical Team (TT)</i></li> <li>▪ <i>Project Officer (PO)</i></li> </ul>	
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>▪ Draft proposal (<i>Change requests proposal</i> document)</li> </ul>	
	<b>Activities</b>	1. <i>Impact evaluation</i>	For each change request: <ul style="list-style-type: none"> <li>▪ TT identifies the <i>backward compatibility</i>;</li> </ul>



		<ul style="list-style-type: none"> <li>TT identifies <i>how a change may affect</i> the Stakeholders and the Community. (Update <i>Impact Assessment</i> and <i>Recommendations</i> of the Draft Proposal).</li> </ul>
	2. <i>Scheduling</i>	<ul style="list-style-type: none"> <li>TT recommends a <i>release</i> for each change request.</li> <li>And a time-schedule (if applies) for the release, which collects different change requests. (Update the section <i>Recommended Release</i> of the Draft Proposal).</li> </ul>
	3. <i>Impact supervision</i>	<ul style="list-style-type: none"> <li>PO reviews and adds comments to the Draft Proposal.</li> </ul>

**Table 3: Impact assessment**

### 3.4. Decision-making



	<b>Actors</b>	<ul style="list-style-type: none"> <li><i>Steering Committee</i> (SC), if change requests are major changes</li> <li><i>Technical Team</i> (TT)</li> <li><i>Project Officer</i> (PO)</li> </ul>
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>Updated draft proposal (<i>Change requests proposal</i> document);</li> <li>Final proposal (<i>Change requests proposal</i> document).</li> </ul>
	<b>Activities</b>	<p>1. Draft proposal review</p> <ul style="list-style-type: none"> <li>TT updates the section "<i>Time Schedule</i>" of the Draft Proposal.</li> <li>PO and TT review the commented draft proposal.</li> </ul>
<p>2. Proposal endorsement (1 a year)</p> <ul style="list-style-type: none"> <li>PO informs the SC about the proposed major changes.</li> <li>If the SC approves the proposal, it becomes final; otherwise the comments shall be resolved.</li> </ul>		
<p>3. <i>Publication</i> of the final proposal</p> <ul style="list-style-type: none"> <li>Accepted for implementation or Rejected (field "<i>CR Status</i>").</li> </ul>		
<p>4. <i>Appealing</i> a rejected change request</p> <ul style="list-style-type: none"> <li>The requestor may appeal the decision made.</li> </ul>		

**Table 4: Decision-making**

## 4. RELEASE MANAGEMENT

The release management is the timespan to implement the release. The phase starts with the approval of the Final proposal; and ends with the release implemented and announced.

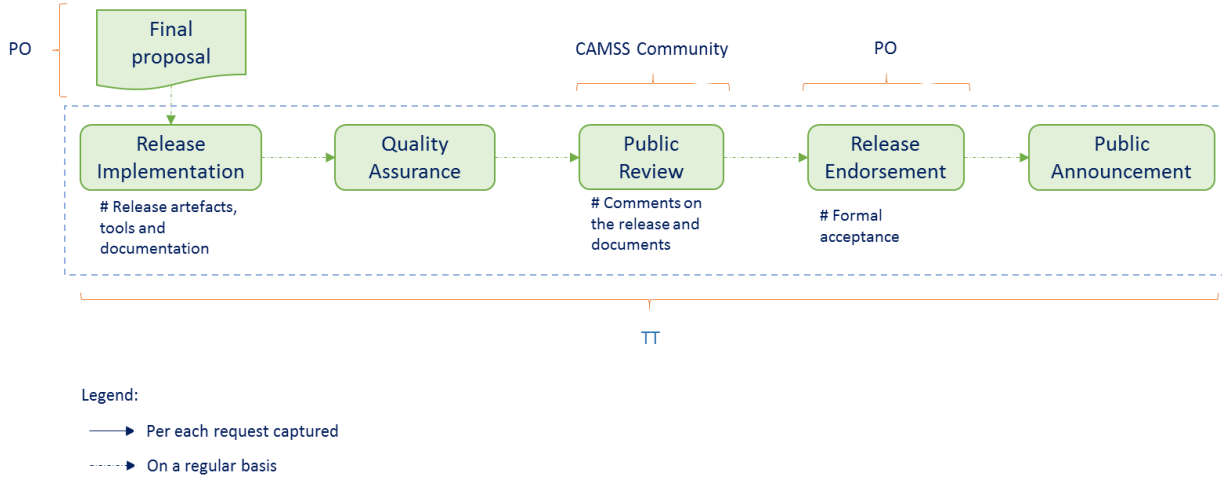


Figure 3: Release management procedure and actors

### 4.1. Release implementation

	<b>Actors</b>	<ul style="list-style-type: none"> <li>▪ <i>Technical Team (TT)</i></li> </ul>		
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>▪ Updated CAMSS solutions and their release components.</li> <li>▪ Updated the <i>release update log</i> (update the <i>Final change request proposal ID</i>, <i>release update started date</i> fields).</li> </ul>		
	<b>Activities</b>	1. <i>Release preparation</i>	<ul style="list-style-type: none"> <li>▪ <i>Applying or developing the changes</i> requested for these areas.</li> </ul>	
		2. <i>Versioning and naming conventions</i>	<ul style="list-style-type: none"> <li>▪ <i>Versioning</i> according to the pattern<sup>2</sup> “Version number - x.y.z”.</li> <li>▪ Naming convention according to “&lt;CAMSS solution&gt;_&lt;Release component&gt;_&lt;version&gt;”.</li> <li>▪ Aligned with the <i>type of change</i> assigned (field “CR Type” from change request log).</li> </ul>	
3. <i>Release documentation</i>		<ul style="list-style-type: none"> <li>▪ Update the change request ticket.</li> </ul>		

<sup>2</sup> Based on the ITILv3 methodology.



		<ul style="list-style-type: none"> <li>The outcomes of the release implementation must be sufficiently <i>documented</i>.</li> </ul>
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Table 5: Release implementation

## 4.2. Quality assurance

	<b>Actors</b>	<ul style="list-style-type: none"> <li>Technical Team (TT)</li> </ul>
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>Updated CAMSS solutions and their release components.</li> <li>Updated of the <i>release update log</i>.</li> </ul>
	<b>Activities</b>	1. Change-request <i>validation</i> <ul style="list-style-type: none"> <li>Verify that each request has been implemented in the new release and new release documentation.</li> </ul>
		2. <i>Formal functionality validation</i> <ul style="list-style-type: none"> <li>The assessments produced with the new release are formally correct.</li> </ul>
3. <i>Editorial correctness</i> <ul style="list-style-type: none"> <li>The release documentation is sufficiently documented.</li> <li>Update the change request ticket.</li> </ul>		

Table 6: Quality assurance

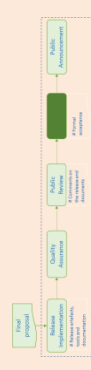
## 4.3. Public review

	<b>Actors</b>	<ul style="list-style-type: none"> <li>CAMSS Community members</li> <li>Any interested party</li> </ul>
	<b>Deliverable</b>	<ul style="list-style-type: none"> <li>Feedback on the releases and documentation.</li> <li>Updated the <i>release update log</i> (update the <i>Public review period</i> fields).</li> </ul>
	<b>Activities</b>	<ul style="list-style-type: none"> <li>Any member of the CAMSS Community as well as the governance and maintenance bodies MAY issue comments on the new releases.</li> <li>Update the change request ticket.</li> </ul>

Table 7: Public review

## 4.4. Release endorsement

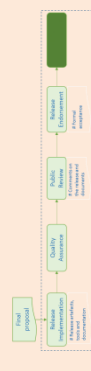
	<b>Actors</b>	<ul style="list-style-type: none"> <li>Technical Team (TT)</li> </ul>
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	<ul style="list-style-type: none"> <li>Project Officer (PO)</li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li>Updated CAMSS solutions and their release components.</li> <li>Updated the <i>release update log</i>.</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>TT discusses the changes recommended by the CAMSS Community with the PO.</li> <li>Apply the convened changes.</li> <li>Update the change request ticket.</li> </ul>

**Table 8: Release endorsement**

#### 4.5. Public announcement



<b>Actors</b>	<ul style="list-style-type: none"> <li>Technical Team (TT)</li> </ul>
<b>Deliverable</b>	<ul style="list-style-type: none"> <li>Public announcement on the Joinup CAMSS Community and for major releases the ISA site.</li> <li>Updated the <i>release update log</i> (update the <i>Announced on date</i> fields).</li> </ul>
<b>Activities</b>	<ul style="list-style-type: none"> <li>Announcement of the new release.</li> <li>Close the change request ticket.</li> </ul>

**Table 9: Public announcement**