

NICS OPERATING PROCEDURE	TITLE: Change Request Management	REV: 4	NUMBER: NICS1000-305
	NICS CAB APPROVAL (OOB): 4/22/15 <i>Signature on File</i> _____ Shannon Lasseter POC: Angela Perkins	EFFECTIVE DATE: July 26, 2016	
	SUPERSEDES PROCEDURE 3000-011 Dated: April 22, 2015		

1. PURPOSE

The purpose of this procedure is to provide a set of required CRQ related activities for all NICS organizations that have responsibilities within the NICS Change Request Management Process.

2. OBJECTIVES

The objective of this procedure is to define the roles, responsibilities and activities that are required to complete the NICS Change Request Management Lifecycle.

3. SCOPE

This procedure applies to all NICS personnel and organizations (excluding the Russia Services Group) that have responsibilities within the Change Request Process. The Change Request Management Lifecycle outlined in this procedure applies only to Normal NICS Change Requests (CRQs) that result in a change to the corporate communications infrastructure and also requires an update to an attribute of a Configuration Item (CI) that is managed in the NICS Change Request Management Tool Configuration Management Database (CMDB) (See NICS 1000-402 CMDB Maintenance Procedure). Standard Change Requests follow the process flow defined in the Change Management Procedure (NICS1000-003) and are normally implemented via a NITSM Work Order (WO) (See Appendix B. Request Criteria). Unique organizational activities associated with the Change Request Management Lifecycle will be addressed in local Internal Work Instructions (IWIs).

4. ACRONYMS

- ATP – Authorization to Proceed
- BOM- Bill of Materials
- C&SLM – Change and Service Level Management
- CAB – Communications Architecture Board
- CM – Configuration Management
- CMDB – Configuration Management Database
- CRew – Centralized Request Workspace
- CRQ – Change Request
- CSB - Communications Services Board
- CSI – Continual Service Improvement

- CSO – Communications Service Office
- CSDM – Customer Service Delivery Manager
- CSR – Customer Service Representative
- DCS – Design Cost Schedule
- ENG – Engineering
- IT – Information Technology
- IWI – Internal Work Instruction
- MSM – Mission Service Manager
- NASA – National Aeronautics and Space Administration
- NICS – NASA Integrated Communications Services
- NITSM – NICS IT Service Management System
- OPS – Operations
- PIR – Post Implementation Review
- PO – Procurement Office
- PR – Purchase Request
- RDP – Release and Deployment Plan
- SDP – Service Delivery Package
- SEM – Service Element Manager
- SM – Service Manager
- SME – Subject Matter Expert
- SO – Service Order
- WO – Work Order

5. DEFINITIONS

Term	Definition
Normal Change Request	A normal change refers to changes that must follow the complete change management process - assessment, authorization, funding, CAB approval, scheduling before implementation, etc. (see Appendix B. Request Criteria)
Standard Change Request	A standard change is a pre-approved change that is considered relatively low risk, performed frequently, and follows a documented (and Change Management approved) process. (see Appendix B. Request Criteria)
End User CRQ	A service request submitted via the ESD (Tier 0) for/by End Users external to the NICS/CSO organization. End User ESD

Term	Definition
	service requests are ultimately received by the NICS Tier 2 Change Management tool. (see Appendix B. Request Criteria)
Internal CRQ	A change to track work requested by NICS or our NASA partners that either own, support or provide interface for our services. Internal CRQs are submitted directly into the NICS Change Management tool (Tier2) for/by members of the NICS/CSO organization. (see Appendix B. Request Criteria)
CReW	A CSO Sharepoint site that provides the authoritative location for documents associated with CSO/NICS change requests. CReW allows the CSO/NICS organizations to store and work on documentation for active Change Requests in a collaborative manner. Documents include, but are not limited to, design and cost packages, and implementation packages and controlled drawings.
Local Change Advisory Board (CAB)	Local CABs provide authorization of changes and can be comprised of NASA, NICS and/or other contractors.
NICS Task Manager	A person or group of persons that manage the task workflow assigned to a Change Request. (see Appendix A. CRQ Roles and Responsibilities)
Task Workflow	A set of predefined tasks that are applied to the Change Request.
Customer	The person(s) who will receive/use the requested service(s) (End User). The customer also validates that the service was delivered as requested.
Requestor	The person who orders the service(s) on behalf of the customer.
Change Request Management Lifecycle	The series of stages through which a CRQ passes from submission to completion.
Service Delivery Package	Standard NICS Form 3000-017, used to document customer requirement information such as the Engineering design solution, implementation costs, schedule and Implementation plan. SDP DCS is a specific reference to the Design, Cost and Schedule info that is ultimately delivered to the customer for approval. SDP RDP is reference to the Release and Deployment Plan within the SDP and is used by Operations to support implementation of the CRQ.

6. REFERENCES

- 1000-003 – Change Management
- 1000-024 – Service Validation and Testing
- 1000-306 – NICS Service Request Escalation Process
- 3000-FORM-017 – Service Delivery Package Template
- 3000-030 – Standardization for Change Management
- 8000-002 – Service Order Processing Procedure
- 8000-024 – DCS Processing Work Instruction
- 8000-052 – Release and Deployment Plan
- 8000-061 – DCS Template Instruction Procedure
- 9000-001 – Provisioning Process
- 1000-401 – NICS Change Advisory Board (CAB) Procedure
- 1000-402 – NICS CMDB Maintenance Procedure
- 1000-308 – NICS CRQ Funding Process (CSO)
- NICS-PROC-001 – Purchase Request Workflow
- NICS Service Management NITSM User Guide
- SDP RDP Functionality Overview (User Guide)

7. Tools

- NITSM
 - CRQ
 - WO
 - Service Order (SO) System
 - CMDB
- CReW (Sharepoint)
- SDP

8. RESPONSIBILITIES

- The NICS Customer Service Representatives (CSR), in conjunction with the Customer Service Delivery Manager (CSDM), are responsible for coordinating with NASA customers to gather requirements and to generate the Change Request for requested services. The CSR/CSDM is the focal point between NICS and the external customer in meeting the requirements of the Change Request. The CSR/CSDM is the CRQ Owner for End User Request Types and is therefore responsible for obtaining customer approval for the Service Delivery Package (SDP) and for coordinating with the customer to verify that NICS successfully delivered the requested service. The CSR/CSDM is also responsible for tracking and managing the delivery schedule of End User Change Request Types to include communication of status, escalation of issues (See 1000-306 - NICS Service Request Escalation Process) and assist in coordination of multiple support groups to ensure

successful delivery of the Change Request. (See Appendix A - CRQ Roles and Responsibilities)

- The Service Manager (SM) is responsible for all technical aspects of the service, and provides technical oversight for all changes made to the service. The SM is responsible for establishment of and conformance to the Corporate Network Target Architecture (CNTA) and Approved Parts List (APL). SMs are also responsible for securing Service Element Manager (SEM) approvals for DCS packages as required, and for determining whether a change requests meets the criteria for NICS CAB governance or an NPR7120.7 initiative. Service Managers are the CRQ Owners for Internal Enterprise CRQs (CSO and or NICS requested only) and responsible for end-to-end schedule management. (see Appendix A - CRQ Roles and Responsibilities)
- CSO Service Element Managers (SEMs) are responsible for providing technical and performance oversight for CSO service implementations and delivery. CSO SEMs establish a collaborative work environment and engage in regular communications and outreach with Center Comm SMEs, Service Element Technical Experts (SETEs), Service Managers, CSO and Center network operations leads, and other technical personnel to ensure that the requested service is being designed and implemented within the CSO approved platform.
- CSO Mission Service Managers (MSMs) are responsible for validating customer requests prior to creation of the Change Request. The MSM is also responsible for obtaining customer approval for the Mission Design Cost Schedule (DCS) package, coordinating funding, and for verifying that NICS successfully delivered the requested service.
- Communications Subject Matter Experts (COMM SMEs) are responsible for overseeing service delivery, functional, and technical processes for assigned Service Offices to meet Key Performance Indicators. SMEs actively participate in systems engineering and governance processes, as well as center reviews, to ensure that requested services are designed and implemented within the approved platform.
- The NICS Task Manager is the primary interface for NICS Change Requests. This primary interface includes the initial receipt of Change Requests and overall assignment, routing and tracking of associated tasks. Task Managers ensure the Change Request workflow progresses in accordance with the Change Request Management Process Lifecycle through coordination with assigned support groups to ensure successful completion of the Change Request and tasks. The Task Manager also determines estimated CRQ and task completion dates and provides in-process service delivery status as requested. The NICS Task Manager is most often the CRQ Owner, however, the responsibility of may vary throughout the NICS organization, depending on the CRQ type. (See Appendix A - CRQ Roles and Responsibilities)
- NICS Change and Service Level Management (C&SLM) monitors the change management lifecycle for all Change Requests that require change management. C&SLM provide

Change Request Status Reporting, facilitates NICS change status meetings and provides assistance in the necessary process steps required to successfully implement a change request. C&SLM coordinates with multiple support groups throughout the NICS Program to ensure that the Change Management process requirements are met. (See Appendix A. CRQ Roles and Responsibilities)

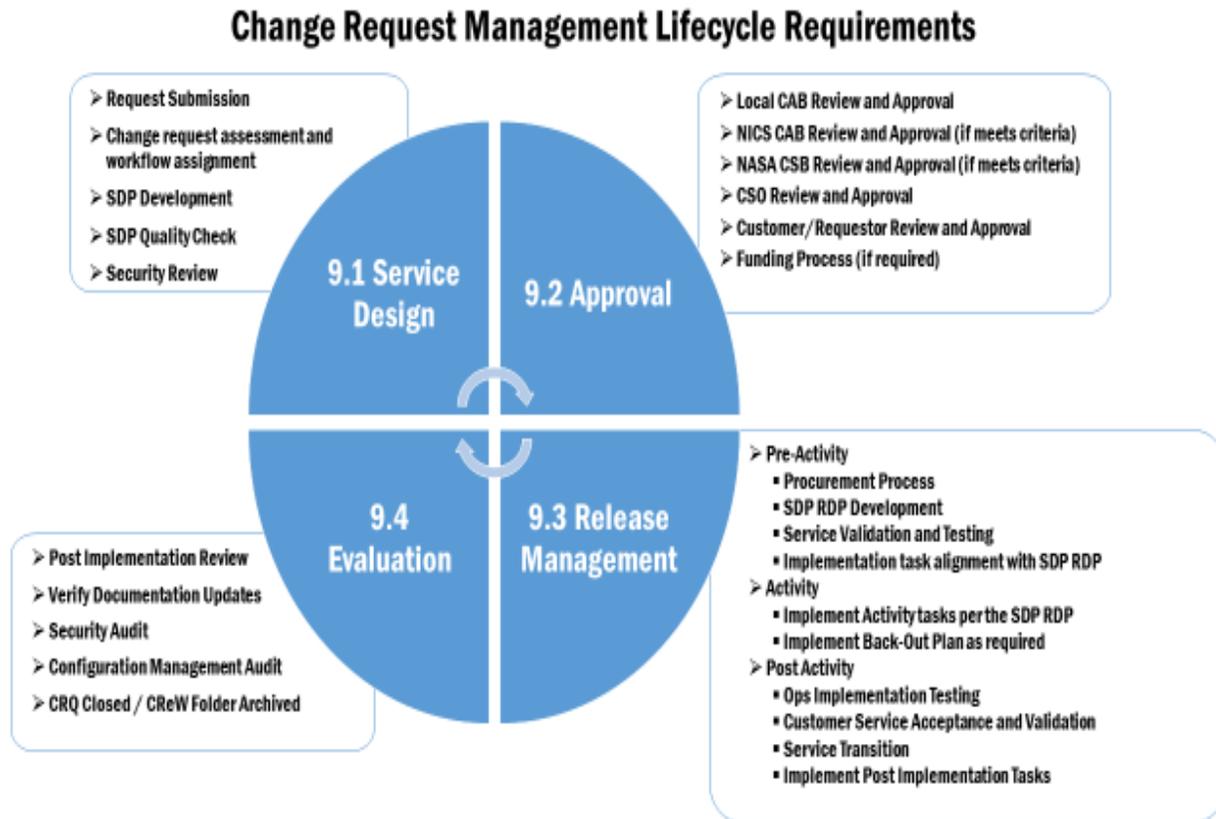
- The NICS Engineer (ENG) is responsible for developing the design solution for Change Requests and the initiation of all associated forms and documentation to implement requested services via established and approved work instructions and processes. Center Lead Engineers are the CRQ Owners for Internal Center Specific CRQs (CSO/NICS requested only) and are responsible for schedule management (See Appendix A - CRQ Roles and Responsibilities)
- NICS Operations (OPS) groups are responsible for coordinating the implementation activities associated with the Change Request. It is the responsibility of OPS to schedule and perform all required work, coordinate equipment receipt and subsequent movement/installation, schedule service providers, and provide implementation documentation to ENG. OPS will ensure that all non-CSO activities necessary for the completion of a Change Request, including host center support, are accounted for and included in the associated implementation schedule. OPS will coordinate CSO OPS Manager's approval for Change Requests requiring CSO OPS concurrence.
- NICS Property Management Group is responsible for ensuring that all property related documents and databases are updated accordingly. NICS Property Management Group documents receipt of equipment from the vendor and ensures the equipment is delivered to the installation site.
- NICS Configuration Management (CM) Group is responsible for the auditing of Engineering CRQ documentation to ensure compliance with DCS and RDPs. CM is also responsible for ensuring CI attributes are accurate and up-to-date. It is their responsibility to validate traceability of SR to CRQ to implementation updates.
- The NICS Procurement Office (PO) is responsible for coordination of all hardware/software/maintenance procurement related activities that are required to implement a Change Request.
- The NICS Carrier Management Office is responsible for all carrier related activities required to implement a change request.
- The assigned Security Organization is responsible for performing security plan and security design reviews as required to ensure that all security related issues are identified and addressed for each NICS Change Request.
- Task Implementers include any NICS personnel assigned to a CRQ task. Task implementers are responsible for knowing what tasks they are assigned and when the tasks are due (scheduled end date). Task implementers are responsible for completing their work by the scheduled end date for the task or notifying the CRQ Owner if date

changes are necessary, providing justification. (See Appendix A - CRQ Roles and Responsibilities)

- NICS Functional Managers are the escalation points of contact for their respective areas and are responsible for overseeing the work assigned to their employees which include ensuring their employees complete their CRQ task management activities. (See Appendix A - CRQ Roles and Responsibilities)

9. CHANGE REQUEST MANAGEMENT LIFECYCLE

The Change Request Management Lifecycle consists of 4 business stages as outlined in the 1000-003 Change Management Process: Service Design, Approval, Implementation and Evaluation. Responsible NICS organizations are required to meet a defined set of requirements for each stage in order to successfully complete the Change Request Management Lifecycle. The order of completion, as well as the details of how the requirements are met, are defined in local internal work instructions.



9.1 Service Design

The following are required to complete the Service Design stage of the Change Request Management Lifecycle. If the Service Design stage is not required, the change request

management process begins with section 9.2 (Approvals) where the SDP RDP is used. (See Change Management Procedure (NICS1000-003).

- **Request Submission**

NICS receives a request for service from the customer/requestor. The CRQ requestor/submitter analyzes the requirement to determine the submission criteria (see Appendix C. Request Submission Criteria). If the customer is external to the NICS/CSO organization the request is submitted via the ESD (Tier 0) and categorized as an End User request. If the customer is internal to the NICS/CSO organization, the request is submitted by NICS/CSO personnel directly into the NICS Change Management tool (Tier 2) and categorized as either a NICS/CSO or NICS Sustaining request.

- **Change Request Assessment and Workflow Assignment**

Upon receipt of the request, the CRQ Owner, Change Management team (if required), Service Manager (if required) and engineering coordinates to:

- ✓ assess and validate the requirements outlined in the Change Request
- ✓ ensure the correct task assignments are made and the correct task workflow is applied, to include the required Approval tasks. (the workflow is pre-defined via a selected NITSM task template)
- ✓ establish a preliminary schedule based on the Customer's requested service delivery date

Service Managers also review the scope, visibility, projected cost and risks to CSO, to determine whether the CRQ exceeds the typical scope of a CRQ. If in doubt, Service Managers will reference NPR7120.7 to determine if the CRQ should be implemented as a Project. For those CRQs that are determined to exceed the typical scope or scale of a CRQ, the SM will notify the CSO SEM of the risk associated with proceeding as a CRQ rather than a project.

- **Engineer Develops the Service Delivery Package (SDP)**

The assigned engineer develops a Preliminary Service Delivery Package (SDP) which may include Design, Cost, Schedule (DCS) and/or Release and Deployment Plan (RDP) information, depending on the requirement. The Preliminary SDP is stored on CReW, pending formal review and approval. (See DCS Template Procedure NICS8000-061)

- **SDP Quality Check**

A quality check of the SDP is performed to ensure that all the required SDP elements such as the costs, Bill of Materials (BOM), engineering solution, etc., are in the proper format. A Quality Check is also performed to ensure the SDP format and formulas

functioned correctly. The finalized SDP is stored on CRW pending formal submission to the approver(s).

- **Security Review**

The assigned Security Organization performs a review of the design to ensure that all security related issues are addressed.

9.2 Approval

The following are approvals that may be required to complete the Approval stage of the Change Request Management Lifecycle. Required approvals, outside of the Local Communications Architecture Board (CAB), are determined by the Service Manager (SM) in coordination with the CRQ Owner. The approved SDP is stored on CRW.

- **Local CAB Review and Approval**

The Local CAB provides review and approval of the Service Delivery Package.

- **NICS CAB Review and Approval**

Each Service Manager will determine if a change requires NICS CAB approval (ref 9000-035 – NICS CAB Procedure).

- **CSO DCS Review and Approval**

The DCS is reviewed and approved by the CSO SEM/SME as required (ref 8000-024 DCS Processing Work Instruction).

- **NASA CSB DCS Review and Approval**

The DCS is reviewed and approved at the NASA Communications Services Board (CSB) as required.

- **Requestor/Customer Authority to Proceed**

The Requestor and/or Customer review and approve the DCS. If the Requestor/Customer approves the DCS, the Change Request proceeds to the Release Management stage (9.3). If the Requestor/Customer rejects the DCS, the DCS is returned to the engineer to make appropriate revisions or the change is closed without further action. At this time it is the CRQ Owners responsibility to negotiate a firm service delivery date with the customer/requestor. If an SDP DCS is not required, a negotiated service delivery date is established during the Release Management stage of the lifecycle.

- **Funding Process**

Upon receipt of Requestor/Customer Authority to Proceed (ATP), if funding is required, the funding process is initiated. If funding is not required, the Change proceeds to the Release Management stage (9.3).

9.3 Release Management

The Release Management stage consists of 3 implementation parts: Pre-Activity, Activity, and Post Activity. The requirements outlined in this section of the Change Request Management Lifecycle are strongly dependent on the engineering solution outlined in the SDP. The SDP will provide details of the required activities to implement the Change Request. It is the responsibility of the CRQ Owner, in coordination with the Task Manager, to ensure that the CRQ task workflow and implementation schedule aligns with the SDP. The responsible organizational work instructions will provide details as to how the required Release Management activities/tasks are implemented.

9.3.1 Pre –Activity

- **Initiate Procurement Process**

Upon receipt of Funding ATP, the Engineer initiates the procurement process (if required) by submitting a Purchase Request (PR) to the Procurement Office (PO) (ref NICS-PROC-001 Purchase Request Workflow). If a carrier circuit is required, the engineer submits a Service Order (SO) to the Carrier Management Office to initiate the Carrier related activities (ref 3000-003 Service Ordering Processing Procedure).

- **Release and Deployment Plan Development**

Engineer develops the SDP Release and Deployment Plan (RDP) (ref 8000-052 Release and Deployment Plan) and stores the approved SDP RDP on CReW. (ref SDP RDP Functionality Overview)

- **Service Validation and Testing**

Service Validation and Testing is performed as required as defined in the 1000-024 Service Validation and Testing process.

9.3.2 Activity

- **Align Implementation tasks with the SDP RDP**

All NICS Organizations listed in the SDP RDP as assigned to implement and/or support implementation of the Change, will have a related CRQ task. NICS Task Managers, in coordination with the CRQ Owner, ensure that the implementation task workflow is in alignment with the SDP RDP.

- **Implement Activity Tasks**

Coordination between engineering and operations is made, as required, to successfully implement the activity tasks per the instructions outlined in the SDP RDP.

- **Back-out Plan**

If implementation of the activity is not successful, the back-out plan is implemented.

9.3.3 Post Activity

- **OPs Service Implementation Testing**

Operations in coordination with engineering as required, performs implementation testing of the requested service using the steps defined in the SDP RDP Test Plan Summary. If implementation testing is not successful and operations is unable to resolve the issue, Operations will escalate the issue to the appropriate Service Manager and/or CRQ Owner, as required, for resolution.

- **Customer Service Acceptance and Validation**

The customer validates that the service is acceptable. NICS verifies that the service was delivered successfully. If the customer rejects the service, coordination with Operations is made to resolve the issue. If the issue cannot be resolved, the change request is elevated to the Service Manager and/or CRQ Owner for resolution.

- **Service Transition**

The service is considered transitioned to production when the CRQ Owner verifies that the service was delivered successfully.

- **Implement Post Implementation Tasks**

The NICS Task Manager ensures the Post Implementation tasks are activated and completed.

9.3.4 Evaluation

Upon completion of all tasks in the Change Request Workflow, the Change Request proceeds for Post Implementation Evaluation.

- **Post Implementation Review (PIR)**

A post implementation review is held to ensure that the Change Request successfully completed the Change Request Management Lifecycle. This review consists of identifying issues that may be candidates for Continual Service Improvement (CSI) and lessons learned.

- **Verify Documentation Updates**

The engineer or Task Manager verifies that all documentation is updated as outlined in the SDP.

- **Security Audit**

Security will perform an audit (as required) of the change request to ensure all security related steps were addressed and associated Security Plans were updated.

- **Configuration Management Audit**

The Configuration Management group performs an audit (as required) to ensure all CI data was received and updated in accordance with the CMDB procedure (ref 9000-040 NICS CMDB Maintenance).

- **CRQ Closed / CReW Folder Archived**

Upon completion of the Post Implementation Evaluation, the CRQ is considered complete and the change request is closed within the system. The CReW folder is archived.

10. OUTPUTS AND QUALITY RECORDS

Record Description	Record POC	Storage Media	Storage Location	Index Method	Retention Period	Disposal Method
CRQ	C&SLM	Electronic	Electronic: NITSM	By Number	Contract period	Purge and destroy
SDP	C&SLM	Electronic	CReW	By Number	Contract period	Purge and destroy

11. CHANGE LOG

Status (Baseline/Revision/ Cancelled)	Document Revision	Effective Date	Revision Purpose
Baseline	0	01/31/13	NICS original issuance of operating procedure
Revision	1	04/12/13	Updated Quality Records List
Revision	2	05/27/13	Minor edits through out
	2.1	07/18/14	Updated POC for operating procedure.
Revision	3	04/22/15	Changed document title; updated steps to reflect current process flow and corrected number formatting.
Revision	4	07/27/16	Updated Service Manager's roles and responsibilities, added Appendices and minor edits throughout

Appendix A. CRQ Roles and Responsibilities

CRQ Types / CRQ Owner

<p>CRQ Type: End User Requested</p> <p>Submission: Tier 1 - ESD</p> <p>CRQ Owner/Change Coordinator: CSR</p> <p>Backup/Change Manager: CSDM or Service Manager</p>	<p>CRQ Type: Internal CSO/NICS Enterprise</p> <p>Submission: Tier 2 - NITSM</p> <p>CRQ Owner/Change Coordinator: Service Manager</p> <p>Backup/Change Manager: Alternate Service Manager</p>	<p>CRQ Type: Internal CSO/NICS Center Specific</p> <p>Submission: Tier 2 - NITSM</p> <p>CRQ Owner/Change Coordinator: Center Lead Engineer</p> <p>Backup/Change Manager: CSDM</p>
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- CRQ Owner / NITSM Change Coordinator - CSR
 - ✓ Assigned to the Change Coordinator role in NITSM
 - ✓ Responsible for submitting the CRQ on the customer's behalf
 - ✓ Responsible for ensuring that the proper Work Package is identified
 - ✓ Responsible for fully documenting customer requirements
 - ✓ Responsible for end-to-end CRQ schedule management
 - ✓ Responsible for ensuring that all tasks are added, cancelled and/or assigned correctly in accordance with the Change Request Management Process
 - ✓ Responsible for communicating with task implementers and managers, CRQ requestor, funding RAs (if required), Change Manager, Change Management group and Functional Managers to facilitate CRQ completion and task closure
- CRQ Owner / NITSM Change Coordinator Service Managers (SMs) and Center Lead Engineers
 - ✓ Assigned to the Change Coordinator role in NITSM
 - ✓ Responsible for seeing that the CRQ is submitted
 - ✓ Responsible for fully documenting the requirement
 - ✓ Responsible for end-to-end CRQ schedule management
 - ✓ Responsible for ensuring that all tasks are added, cancelled and/or assigned correctly in accordance with the Change Request Management Process

- ✓ Responsible for communicating with task implementers and managers, CRQ requestor, funding RAs (if required), Change Manager, Change Management group and Functional Managers to facilitate CRQ completion and task closure
- Change Manager
 - ✓ Assigned to the Change Manager role in NITSM
 - ✓ Act as backup for the NITSM Change Coordinator
 - ✓ Remain aware of CRQ progress
 - ✓ Assist CRQ Owners in forward progress of CRQ
 - ✓ Verify all required approvals have been received and documented
 - ✓ Validate risk level of the CRQ has been accurately identified and evaluated
 - ✓ Focus on the quality of CRQ implementation
 - ✓ Ensure CRQ design is aligned with APL and CNTA
- Task Implementer
 - ✓ Personnel assigned to the Task Implementer role in NITSM are responsible for managing their assigned NITSM tasks
 - ✓ Know what tasks are assigned
 - ✓ Know when tasks are due (scheduled end date)
 - ✓ Complete work and close tasks by the “scheduled end date”
 - ✓ Notify the CRQ Owner if date changes are necessary and request approval for all date changes
- NITSM Task Manager
 - ✓ Overall monitoring/reporting of tasks associated with each CRQ
 - ✓ Centralized management of task workflows assigned to CRQ
 - ✓ Primary interface for NICS Normal Change Requests to include initial receipt and overall assignment, routing and support tracking of associated tasks
 - ✓ Ensure the Change Request workflow progresses in accordance with the Change Request Management Process
 - ✓ Enter CRQ and task completion dates and provide in-process service delivery status as requested
 - ✓ Note: All Task Manager responsibilities should be performed in coordination with the CRQ Owner
- NICS Functional Manager
 - ✓ Ensure that employees complete their task management activities
 - ✓ Ensure that employees complete work and close tasks prior to “scheduled end date”
 - ✓ Ensure that employees coordinate and receive approval for date changes from CRQ Owner as appropriate
 - ✓ Work with CRQ Owners to resolve issues related to delinquent tasks

Appendix B. Request Criteria

CRQs have to meet any one of the below criteria:

- ✓ Cost impact (Funding Required)
- ✓ DCS and/or RDP Form Required
- ✓ Service / Architect Design is impacted
- ✓ A Change to a CI Attribute is required (CMDB Updates)

NOT pre-approved

- ✓ Note: All CRQs require a scheduled activity (except for ROMs, Cost Estimates and Studies)

Work Orders have to meet ALL of the following criteria:

- ✓ No Cost impact
- ✓ No Design impact
- ✓ No change to a CI attribute
- ✓ Pre-approved (in process approvals not required)
- ✓ Low risk to the network services
- ✓ Examples:
 - Does not affect routing changes
 - Impacting to a small number of users
 - Does not impact "Critical" network devices
- ✓ Note: Work Orders may require a scheduled activity
- ✓ All requirements that are questionable should be vetted with the Service Manager/Architect or OPs before implementation.
- ✓ Change Management group is also available to assist with proper submission and processing (MSFC-DL-NICS-Change-Management).

Appendix C. Request Submission Criteria (CRQ/WO Fields)

CRQ

- ✓ Template
 - Appropriate selection to reflect the correct workflow required to implement the request.
 - Note: Existing template usage is required as the base workflow, however, if additional tasking is required it's ok to 'ad hoc' tasks as needed.
- ✓ Assignments
 - Requested For
 - Lead Engineer (Details 3)
 - Change Coordinator
 - Change Manager
 - CSO SEM (Details 3)
 - Service Manager (Details 3)
 - Task Assignee
- ✓ Dates
 - Customer Requested Date (Details 3)
 - Negotiated Date (Details 3)
 - Task Scheduled End Dates
- ✓ Categorizations
 - Service+ Field
 - Operational Categories
 - Product Categories
- ✓ NICS Request Type (Details 3)
- ✓ Relationships
 - Ensure request is related to other NITSM request(s) as required (i.e., PBIs, PKE, Work Order, Incidents)
- ✓ Notes / Work Details/NICS Current Status (Details 3)
 - Ensure requirement and implementation details are noted in the request.

NITSM WO

- ✓ Template
- ✓ Assignments
 - Request Assignee
 - Request Manager
- ✓ Dates
 - Scheduled End Date
 - Task Scheduled End Dates
- ✓ Categorizations
 - SAME AS CRQ
- ✓ Relationships
 - SAME AS CRQ
- ✓ Notes/Work Details
 - SAME AS CRQ