



EUROPEAN COMMISSION

DIGIT
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CEF Change Management Process

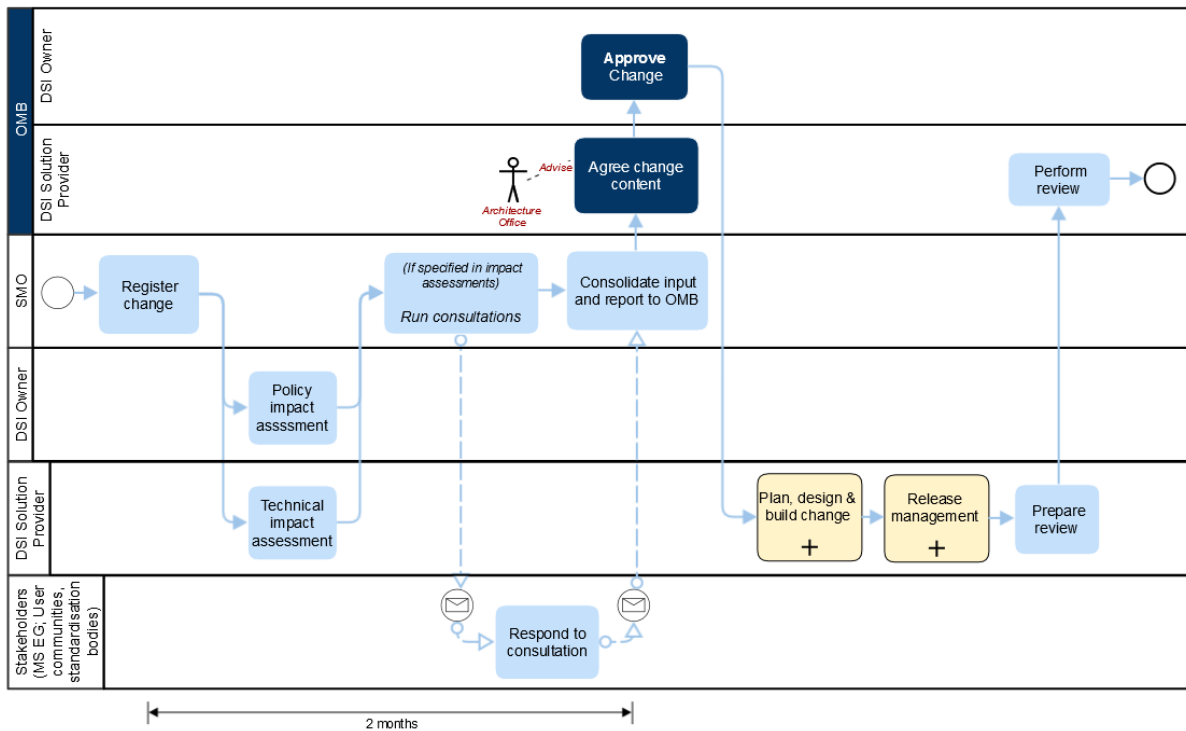
CHANGE MANAGEMENT PROCESS

The Change management process of the CEF Building Blocks covers the following items:

- Software - applications developed and maintained within the CEF Building Block DSIs and released as open source or put in operation by the Commission;
- Hardware - CEF Building Block infrastructure components;
- Services - provided by the CEF Building Blocks;
- Documents - textual artefacts placed under a controlled life cycle management, e.g. specifications, project charters, rules of procedure.

The process

The Change Management activities are presented in the following diagram



Exceptional flows

In cases where it is critical to restore the service immediately, and no work-around is available for the underlying problem, changes can be categorised as urgent changes. Urgent changes can be fast tracked by agreement between the DSI Solution Provider and DSI Owner and a report sent to the OMB in retrospect. The number of proposed urgent changes should be kept to an absolute minimum.

In cases where no agreement is reached, the OMB can decide to escalate the Change to the CEF Telecom Expert Group with the support of the Architecture Office.

Benefits

Specific benefits of an effective and harmonised Change Management process include:

- increased visibility and communication of changes to business, service support and development staff;
- increased alignment across CEF Building Block DSIs
- a reduced adverse impact of changes on the quality of services and on SLAs;
- better assessment of the cost of proposed changes before they are incurred;
- fewer changes that have to be rolled back to (restore the status quo), along with an increased ability to do this more easily when necessary.

Roles and responsibilities

The DSI Owner is responsible for policy related aspects while the DSI Solution Provider is responsible for technical aspects related to Change Management.