

TITLE: Change Management Protocol

NUMBER: 08-001

EFFECTIVE DATE: June 1, 2008

VERSION: 2.0

APPROVED: E-LMS Advisory Council

UPDATED: June 23, 2010

PURPOSE: This protocol describes the process an agency must follow in order to initiate a change request to iLearnOregon.

The change management protocol ensures that standardized methods and procedures are used for efficient and prompt handling of all changes to minimize the impact of change-related incidents upon iLearnOregon.

APPLICABILITY: All agencies that have an agency domain within iLearnOregon.

FORMS: Change Request Form

REFERENCES:

DEFINITIONS: *Agency Domain Administrator's:* are responsible for overseeing their agency domain in iLearnOregon. They provide input on all change requests that impact the enterprise.

Change: A change is defined as the addition or modification of iLearnOregon or its technical infrastructure.

Domain: A domain is a section(s) of the server which allows each agency to define access privileges to a customized version of iLearnOregon.

iLearnOregon: DAS – HRSD purchased an enterprise license of the Meridian KSI software, which allows each state agency to create a uniquely branded site of the LMS while still sharing the consolidated database. DAS owns iLearnOregon hardware and software; each state agency owns their domain content.

Learning Management System: Is an online learning and knowledge management infrastructure that integrates courseware delivery, administrative documentation, knowledge mapping, collaboration tools, knowledge capture, and performance management.

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PROCESS:

<u>Step</u>	<u>Responsible Party</u>	<u>Action</u>
1.	Agency	Determines a potential modification to the system is needed or would be beneficial to meet the agency's business needs.
2.	Agency	Completes a Change Request form on GovSpace https://govspace.oregon.gov/community/forall/ilearnoregon/ilearnoregonchange .
3.	DAS - HRSD	Logs the request and sends confirmation of the change with the associated tracking number, the date it will be considered, and what actions (if any) the requester needs to take during the process.
4.	DAS - HRSD	Reviews the request and recommend whether or not the change is feasible. The review will involve definition of the: <ul style="list-style-type: none">• Change type (i.e. will the change only impact the requesting agency's domain, will it impact other agency domains, will it impact the technical infrastructure, etc.)• Change requirements• Change options (Is there more than one way to implement the requested change?)• Change costs and benefits• Change risks and issues• Change impacts• Appropriate change management process that needs to be followed• Change recommendations and plan
5.	DAS - HRSD	If it is determined to be an agency need and will not impact other domains or the technical infrastructure, DAS - HRSD will work with the agency to facilitate the change in conjunction with the iLearnOregon vendor, if necessary. The requesting agency will be responsible for any costs incurred for implementing and maintaining the change.
6.	DAS - HRSD	If it is determined to be an enterprise need, DAS - HRSD will forward the request to the Agency Domain Administrator's.

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PROCESS CONTINUED:

<u>Step</u>	<u>Responsible Party</u>	<u>Action</u>
7.	Agency Domain Administrator's	Reviews the request and will provide feedback on the options provided. If the agency has justified that the change request must be processed within 30 days or less, DAS - HRSD will work with the Agency Domain Administrator's to process the request within those timelines (this does not include the time to implement the change).
8.	DAS - HRSD	If the change request is denied due to the impact analysis, DAS - HRSD will inform the agency and will work with the agency on possible solutions.
9.	DAS - HRSD	If the change request is approved and there are financial costs associated with implementing and maintaining the change, DAS - HRSD will determine how the cost associated with implementing and maintaining the change will be paid for (i.e. the requesting agency pays all costs, the costs will be distributed to all participating agencies, etc.) and DAS - HRSD will inform the agency.
10.	DAS - HRSD	Coordinates with the requesting agency and the vendor, if necessary, to implement the change by: <ul style="list-style-type: none">• Identifying the change schedule;• Implementing the change;• Reviewing the outcomes of the change implementation;• Communicating the outcomes of the change implementation; and• Closing the change in the change log.