

Appendix C: Change Management Process

The change management process encompasses requested application changes and requested documentation changes. It is not necessary to submit documentation changes related to approved application changes.

1. An originator provides the Business Steward with a change request via phone, fax, or electronic mail. Using the Mobile Helpdesk Expert Automation Tool (HEAT) customer support software package, the Business Steward will input and store the change requests in the database and the originator will be provided with a temporary tracking number. The following information will be requested:
 - a. Name and unit of originator.
 - b. The functional area of the change, e.g., process, form, report, menu, documentation, or other.
 - c. Reference to model, design, user, training or technical documentation.
 - d. An initial statement of business objective:
 - i. Critical to business or legally mandated.
 - ii. Provide required management information.
 - iii. Enhances efficiency or effectiveness.
 - iv. Provides complete information to the customer.
 - v. Nice to have or improves ease of use.
 - e. Requested timeframe for implementation.
 - f. The proposed change with the problem/enhancement that the change is addressing.
2. The Business Steward will review submissions and consolidate similar requests into single requests, on a regular cycle, not to exceed monthly. The Business Steward will solicit feedback from the Business Community and/or the Application Steward to validate the need, objective, and priority of the change requested.
3. The Business Steward will send the database to the Forest Service F&AM Application Support Desk to be imported into the HEAT database on a periodic basis. A permanent tracking number will be assigned at that time.
4. A Change Request Report will be generated on a periodic basis. In addition to the change requests, the report will include:
 - a. An advisory regarding the request being a change or a program fix.
 - b. An estimate of time for completion of each change.

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5. The Business Steward will coordinate the review and acquisition of consent with the Business Community and Application Steward. Approved changes will be prioritized by the Business Steward and NFES Cache Managers.
6. The Business Steward will return the prioritized change request list to the FS F&AM Application Support Desk. Approved changes will be left open in the database until implementation, and the rejected changes will be closed.
7. Based on expected benefits, workload, and budgetary constraints, the recommended changes will be incorporated into the existing workload, the request will be denied, or the request may be negotiated. The Business Steward will be notified of the status for the recommended changes. The Business Steward will distribute the information to the Business Community.
8. Major changes will be forwarded to Forest Service and Bureau of Land Management Sponsor or Business Lead for evaluation and decision. Generally, any significant change or addition (e.g., adding a column or removing a table) would require an analysis/design effort.
9. In isolated cases, an emergency major impact change may be accepted for immediate implementation.