

Change Management Process

When to use it

To follow when there is anything modifying a production service : to limit unforeseen consequences after modifying these production services.

Production scope :

- The [ISC Learn Platform](#)

Process (lightweight)

Preparation

3 weeks (or more) before the targetted date for the change :

- Prepare all you can to limit what can go wrong on this change.
- Prepare tests : what validates that the change is done and didn't break anything.
- Estimate the time window needed for the change.

Validation phase

At 2 weeks before :

- Pre-check what should be done on D-day with Pierre André :
 - What will be modified
 - How to test it
 - The downtime duration requested

During that week, correct what needs to be corrected after this pre-checking with Pierre André

Communication

1 week before :

- Validate that everything is ready to run the change : GO / NOGO from Pierre André
- Send the communication ([planned maintenance template link](#)) either by email to Pierre André and all the/ the Teams group (eg: ISC Learn Platform)

1 day before :

- Send a notification to remind of the change tomorrow

Implementation

On D-day :

- Send a start notification at the beginning ([Start template link](#))
- Implement the change
- Run tests

If all is fine in the change window :

- Send the end of maintenance notification ([End of maintenance template link](#))

If there is an issue in the change window :

- Continue debugging until at most 30min before the end of maintenance window
- Either it is solved and you can send the end of maintenance notification ([End of maintenance template link](#))
 - or if the issue is not solved 30 min before the end : send a new notification with the estimated extra delay to fix the issue.
 - if the issue will take way longer than acceptable extra time to fix, then send a incident notification ([Incident start template link](#)) and go to the [Incident Process](#)

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