

# 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 people affected by the change / 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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