



Enterprise Change Management (ECM) Tool & Process Orientation / Training Briefing

Background - FSA ECM Process and Tool

How Does the ECM Tool work?

How Does the ECM Process work?

Conclusion

Version 2.4
March 2003

ECM Tool & Process Training Objectives



1. Provide trainees basic technical information needed to be effective Users of the ECM Tool
2. Provide understanding of ECM Process
3. Answer questions and capture suggestions from trainees

Background - FSA Enterprise Change Management (ECM) Effort



Enterprise Change Management (ECM) is all about integration and visibility to change across FSA.

Application Teams



Data Center(s)



Enterprise Stakeholders



Enterprise Change Requests (CRs) Requiring Management

ECM Tool & Process

Provides Application Teams, Data Centers and Enterprise Stakeholders single points of reference and a common understanding of the CR Process, enhancing integration and increasing visibility to change across FSA.

Background - FSA Enterprise Change Management (ECM) Process and Tool



ECM Process:



ECM Tool:



Application Teams



Data Center(s)



Enterprise Stakeholders



Enterprise Change Requests (CRs) Requiring Management

ECM Tool & Process

- Focused on capturing CRs formally submitted to Data Center(s) (e.g. VDC)
- Used to log, and manage CRs across the Enterprise

How does the ECM Tool Work?



ECM Tool:



Major ECM Tool Functionality Includes:

1. **Change Request Submission Capability**
2. **Impact Analysis (“Other Systems Affected” by CR)**
3. **CR Funding Validation**
4. **Automatic Email Notifications**
5. **Query Capabilities**
6. **Printable Standard & Dynamic Reports**
7. **Tool Enhancements Suggestion Submission**



1. Change Request Submission Capability

Each Submitted CR will always have a Unique ECM Tracking Number... this will be the "CR Tracking Number of Record"

ECM Tool



"CR #s of Record"

Tool CR Submission Form:

"The Tool simply automates the existing VDC Change Request (CR) Form" – ECM Tool User

Rational ClearQuest - Microsoft Internet Explorer
 Address: http://4.20.15.220/cswb/login/default.asp

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 WWW.RATIONAL.COM CLEARQUEST HOME HELP ABOUT
 Database VDCMP

Submit ChangeRequestForm VDCMP00000319

OK Cancel

Main [Main (continued)] [Systems Affected] [Notes Log and History] [Contact Information] [Attachments]

Main	
ID:	VDCMP00000319
State:	Submitted
Environment:	[Dropdown]
Title:	[Text Field]
Description:	[Text Area]
Priority:	[Dropdown]
Risk Assessment:	[Text Field]

Data Center: [Text Field]
 Reference Number: [Text Field]
 Other: [Text Field]
 Reference Number: [Text Field]
 Other: [Text Field]
 Reference Number: [Text Field]



Change Request Submission Capability (contd.)

“The Tool simply automates the existing VDC Change Request (CR) Form”

Former Standard Data Center (VDC)

Change Request (CR) Form (MS Word Document)

CSC Change Request	
Please be as detailed as possible	
1a. Title of Change: Add aplmgr to the mqm group _____	
1b. Detail Description: Please add the user 'aplmgr' to the 'mqm' group on FMS (HPV2). This will allow this user to use Data Integrator for file transfers. Please send an e-mail to requestor (eric.n.suzuki@accenture.com) when this is complete.	
2. Systems Affected: HPV2	
3. System Components affected: Data Integrator, MQSeries	
4. Dependencies: None	
5. Risk assessment: Low Risk	
6. Requested implementation	
Date: 03/06/2002	Time: any
7. Estimated duration of change (HH:MM): 00:30	
8. Backout/Recovery Plan: remove the user from the 'mqm' group.	
9. Estimated Backout time (HH:MM): 00:30	
10. Requester's information	
a. Requester's name: Eric Suzuki	
b. Requester's Work Phone number: 202-962-0743	
c. Requester's Pager Number:	
Continued...	

Fields capture same info.

ECM Tool Web-based CR Form

Submit ChangeRequestForm VDCMP00000255

Main [Main (continued)] [Systems Affected] [Notes Log and History] [Contact Information] [Attachments]

Main

ID: VDCMP00000255 GCARS: _____ Reference Number: _____

State: Submitted

Title: _____

Environment: _____

Description: _____

Priority: _____

Risk Assessment: _____

Backout Recovery Plan: _____

Emergency: _____

Justification: _____

[Main] [Main (continued)] [Systems Affected] [Notes Log and History] [Contact Information] [Attachments]

Main (continued)

NOTE: Format for Date/Time fields is 'MM/DD/YY HH:MM:SS'

Continued...

Requester's Information

Name/Phone: _____

Email: _____ Pager: _____

Developer's Information

Name/Phone: _____

Email: _____ Pager: _____

Assignee's Information

Name/Phone: _____

Email: _____ Pager: _____

Data Center POC

Name/Phone: _____

Email: _____ Pager: _____

[Main] [Main (continued)] [Systems Affected] [Notes Log and History] [Contact Information] [Attachments]

Attachments

Any file can be attached to the CR in the ECM Tool



Change Request Submission Capability (contd.)

Once the CR has been submitted into the system, updates to the “State” of the CR are made by Selecting the appropriate “Action” (Propose, Schedule, Resolve, Close etc.)

Users update the “State” of a CR by clicking here:

The “State” of a CR indicates the progress it has made toward successful implementation and closure (States are explained in detail in slides 13 – 21 of this briefing)

The screenshot shows the Rational ClearQuest web interface in Microsoft Internet Explorer. The browser address is http://4.20.15.228/cqweb/logon/default.asp. The page title is "Rational Database VDCMP". The navigation bar includes "Operations", "Submit", "ChangeRequestForm", "Find", "Last Query", and "LogOff". A sidebar on the left lists various workspace items like "Personal C", "WebQue", "New C", "Public Qu", "Queries", "Change", "All C", "CCR", "Pend", "Prop", "Rejec", "Reso", "Sche", "Selec", "Selec", "Subrr", "Issue C", "Selec", and "Reports". The main content area displays "Record # 1 VDCMP00000422" with an "Actions" dropdown menu open, showing options: "Modify", "Delete", "Propose", "Request_Funding", "Reject", and "Approved_for_Scheduling". The record details include: ID: VDCMP00000422, Data Center, Reference Number, Other, Environment: Dev., Reference Number, Other, Title: Upgrade to Interwoven SP 2, Description: [This is just an FYI for all teams. The ITA would like to schedule a time to upgrade Interwoven to Service Pack 2. The ITA team will execute the installation of this Service Pack. A filesystem has been created to store the upgrades files.], Priority: 4-Dynamic, Risk Assessment: Light, and Backout/Recovery: [Utilize uninstall functionality of Service Pack].

2. Impact Analysis Data Capture (“Other Systems Affected”)



→ “Other Systems Affected”:

Rational ClearQuest - Microsoft Internet Explorer
Address: http://4.20.15.228/cqweb/login/default.asp

Rational the e-development company™ WWW.RATIONAL.COM CLEARQUEST HOME HELP ABOUT
Database VDCMP

OK
Cancel

Systems Affected

Primary System Affected: Impact Analysis Completed: Notification Group:

System Components Affected (e.g. Websphere, Data Integrator, MQSeries):

Hardware Affected (e.g. su35e7, HPL15):

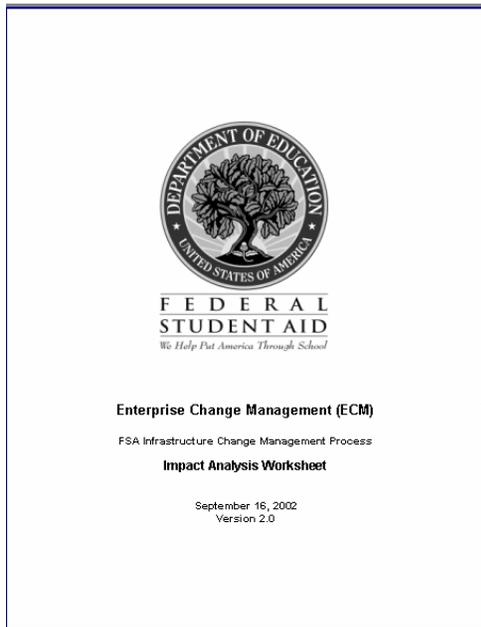
Other Systems Affected:	Other Notification Groups:
<input type="text"/>	<input type="text"/>

[Main] [Main (continued)] [Systems Affected] Notes Log and History [Contact Information] [Atta]

Impact Analysis Data Capture (contd.)



The FSA Impact Analysis Worksheet is to be completed and attached to All CRs submitted into the ECM Tool. The Impact Analysis Template is available to all ECM Tool Users as of 9/16 via the ECM Tool Support Repository section of the FSA CIO Homepage on FSANet.



Impact Analysis Introduction and Instructions for Use – page 2

Enterprise Change Management (ECM)
FSA Infrastructure Change Management Process - Impact Analysis Worksheet

INTRODUCTION:
An impact analysis is an integral part of any change process. The FSA Infrastructure Change Management Process Impact Analysis Worksheet is designed to support the impact analysis associated with a projected change to an FSA system. The Impact Analysis Worksheet is designed to be completed offline by the Submitting Team and the Data Center and attached to the Change Request that exists in the ECM Tool.

ABBREVIATIONS:
CR Change Request
DC Data Center
ST Submitting Team

NOTE:
If the DC is originating a CR, it becomes the ST for questions 1 through 10 and still completes questions 11 through 15.

INSTRUCTIONS FOR USE

1	The ST conducts an impact analysis and completes "submitting team" portions of the form. (Highlight answers in yellow).
2	The ST attaches the completed impact analysis worksheet to the CR.
3	The ST lists the affected systems identified on this form into the "Other Affected Systems" section of the CR.
4	The ST raises the level of the CR from "draft" to "submit to DC".
5	The DC receives email notification of the CR.
6	The DC downloads the attached impact analysis.
7	The DC reviews the original impact analysis, conducts its own impact analysis and modifies the form by completing the "DC" portions of the form. (Highlight answers in yellow).
8	The DC attaches the updated impact analysis worksheet to the CR.
9	The DC updates the "Other Affected Systems" section of the CR by adjusting the entries to agree with its Consolidation section of this form.

CR TITLE & POINT OF CONTACT (completed by the ST):

CR #	
CR Title	
ST	
POC for ST	

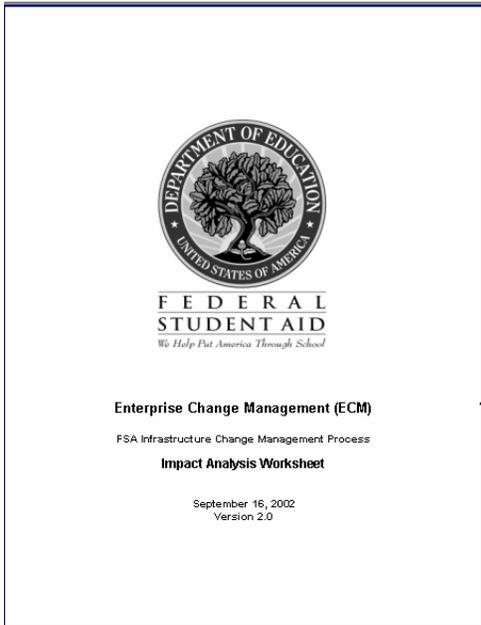
Doc Printed: September 12, 2002
File Path: \ecm\impact analysis 09 11\02\V2 0.doc

Page 2

Impact Analysis Data Capture (contd.)



The Impact Analysis is a series of questions that Application Team and Data Center Resources consider in order to identify “Other Systems Affected” by CRs under consideration



Impact Analysis Introduction and Instructions for Use – page 2

Enterprise Change Management (ECM)
FSA Infrastructure Change Management Process - Impact Analysis Worksheet

IMPACT ANALYSIS:

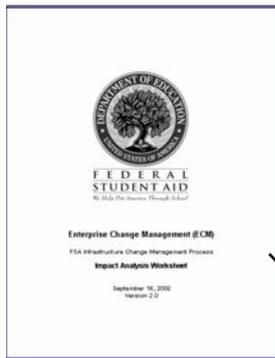
#1	What other applications/ servers MUST be changed at the same time? <i>(Designated by the ST)</i>
	<i>(Designated by the DC)</i> Agree Disagree (If Disagree): ADD: (If Disagree): DELETE:
#2	Which specific executables/run-times/libraries will be changed and which host do they reside on? <i>(Designated by the ST)</i>
	<i>(Designated by the DC)</i> Agree Disagree (If Disagree): ADD: (If Disagree): DELETE:
#3	What applications are affected by this change? <i>(Designated by the ST)</i> ALL Some (listed below) Unknown 1. 2. 3. 4. 5.
	<i>(Designated by the DC)</i> ALL Agree Above List Changes to Above List (If Changes): ADD: (If Changes): DELETE:
#4	Does this change require an update or modification to production software in common use by other systems (e.g. Websphere, Interwoven, Oracle)? <i>(Designated by the ST)</i> Yes No Unknown (If Yes): What applications use this common software?
	<i>(Designated by the DC)</i> Agree Disagree (If Disagree): ADD: (If Disagree): DELETE:

Date Printed: September 12, 2002
File Path: \infrastructure\impactanalysis\0911a02\020.doc Page 3

Impact Analysis Data Capture (contd.)



The Impact Analysis is attached as shown below:



The screenshot shows the Rational ClearQuest Database VDCMP interface. The 'Attachments' section is highlighted, and an arrow points to the 'Add' button. Below it, the 'Systems Affected' form is visible, with an arrow pointing to the 'Impact Analysis Completed' dropdown menu.

Once Attached, please indicate that Impact Analysis is completed by selecting "Yes"

3. CR Funding Validation



Tool Facilitates Early Identification of New Service Work Orders (NSWO)

ECM Tool



“CR Funded?”:

The screenshot shows the Rational ClearQuest web interface. The browser title is 'Rational ClearQuest - Microsoft Internet Explorer'. The address bar shows 'http://4.20.15.228/cqweb/logon/default.asp'. The page header includes 'Rational the development company™', 'WWW.RATIONAL.COM', 'CLEARQUEST HOME', 'HELP', and 'ABOUT'. Below the header is a navigation bar with 'Operations', 'Submit', 'ChangeRequestForm', 'Find', 'Last Query', and 'LogOff'. The main content area displays 'Record # 1 VDCMP00000422' with an 'Actions' menu open. The menu options are: Modify, Delete, Propose, Request Funding (highlighted), Reject, and Approved_for_Scheduling. The record details are as follows:

ID:	VDCMP00000422	Data Center	
State:	Submitted	Reference Number:	Other
Environment:	Dev.	Reference Number:	Other
Title:	Upgrade to Interwoven SP 2		
Description:	This is just an FYI for all teams. The ITA would like to schedule a time to upgrade Interwoven to Service Pack 2. The ITA team will execute the installation of this Service Pack. A filesystem has been created to store the upgrades files.		
Priority:	4-Dynamic		
Risk Assessment:	Light		
Backout/Recovery	Utilize uninstall functionality of Service Pack		

4. Automatic Email Notifications

Application Team CR Submissions and VDC Updates to CR Data in the Tool can automatically generate email notifications for all potentially affected systems (e.g. systems identified in Impact Analysis) to review as needed

Application Teams



Appropriate Systems' POCs & Stakeholders are notified of CR relevant activity



"CR #s of Record"

ECM Tool

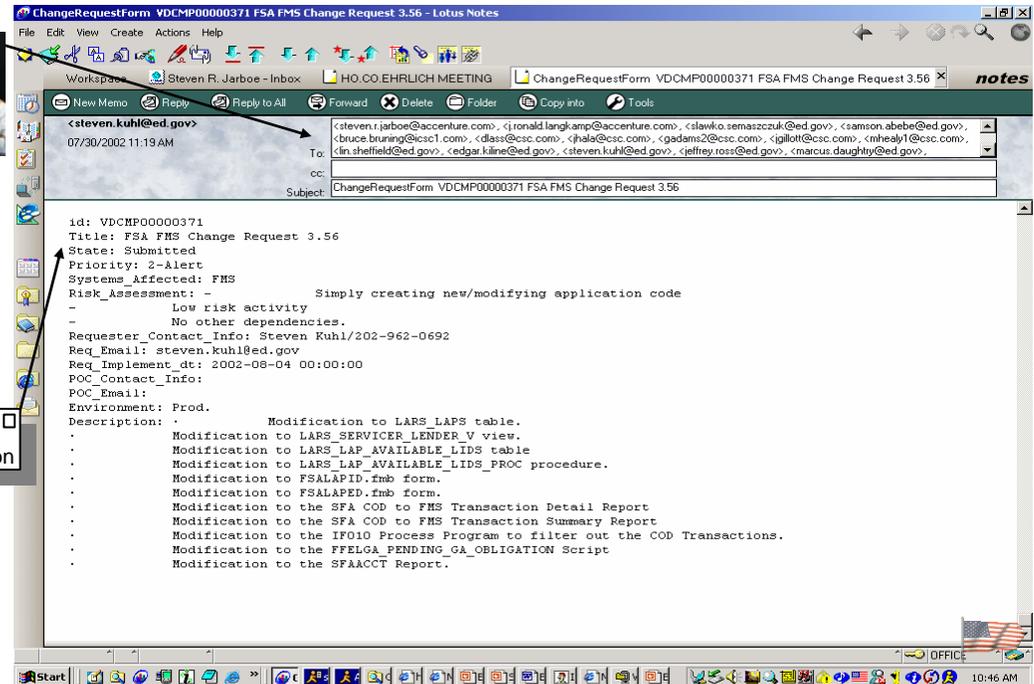


E-Mail Notification

Data Center



Updates to CR Status





5. Query Capabilities

All CR "Data of Record" is accessible in real time to all Tool Users

Each number is hyperlinked to comprehensive data on the CR



ECM Tool



Query for CR Data:

"We need to know when changes are scheduled, so we can allocate resources to support the change and test effort" – EAI TO Manager

Rational ClearQuest - Microsoft Internet Explorer

Address: http://4.20.15.228/cqweb/lonon/default.asp

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Database VDCMP

Query "Public Queries/Queries/Change Request Queries/All Change Requests" results =78 record(s)

Show 50 Records Run Query Again

#	id	State	Title	Priority	Requester	Assignee	Systems Affected
1	VDCMP00000314	Submitted	Upgrade Expeditor to 7.0 from current 6.0	3-Normal	Bill Schulte/319-339-6645		CPS
2	VDCMP00000317	Submitted	Install and Configure MQ DPL Bridge on CPS	3-Normal	Gray, Scott 202-962-0795		CPS
3	VDCMP00000173	Resolved	Data Integrator Maintenance Release		Suzuki, Eric 202-962-0743	Jason Schuster/860-513-5719, Greg Hill/860-513-2219, Dave Murdy, Paul Izzo	EAI
4	VDCMP00000174	Closed Successfully	Add applmgr to the mqm group		Suzuki, Eric 202-962-0743	Dave Murdy/203.317.4818	EAI
5	VDCMP00000175	Closed Successfully	Data Integrator Configuration on		Suzuki, Eric 202-962-	Fred Giannetto 860-	EAI



6. Printable Standard & Dynamic Reports

The Tool's output is a series of standard reports which can be referenced consistently across the FSA Enterprise

Reports provide visibility to teams and stakeholders at desired level of detail and broken out by area of interest



ECM Tool



Tool Generated Summary Report:

“ For the first time I have been able to see one report and get a complete status on my change requests and see where they are in the change process” – EAI Tech

FSA Enterprise Change Management
Active Summary Report by Primary System Affected

Environment: Prod.

ID	Data	Title	Primary System Affected	State	Priority	Requester Contact Info	Data Center POC	Requested Insp. Date	Planned Insp. Date
VD CMP00000191	DEWI-SAEVVK	EAI Code Installation on SUBSEP and SUBSEB	EAI	Submitted		Ka, En 202-962-0773	Trevor Williams - (919) 905-7022	4/21/2002	6/26/2002
VD CMP00000200		eCB to FMS file transfer script	EAI	Submitted	1-Emergency	Ackert, Julian 202-962-0734		6/13/2002	
VD CMP00000276		Addition of user to MQ configuration group for FP Data Mart Interface	EAI	Submitted	3-Normal	Liu, David 202-962-0746		6/13/2002	
VD CMP00000187		Data Integrator Maintenance Release	EAI	CCRE_Review		Suzuki, Eric 202-962-0743		2/25/2002	
VD CMP00000250	DEWI-SALME9	FAFSA production excess server rollout	FAFSA on the Web 6.0	Resolved	3-Normal	Stauffer, Josh 202-962-0742		5/30/2002	6/3/2002
VD CMP00000252		Upgrade to IHS in FAFSA production	FAFSA on the Web 6.0	Submitted	3-Normal	Stauffer, Josh 202-962-0742		6/2/2002	6/26/2002
VD CMP00000277		Informatica Production Upgrade	ITA	Submitted	3-Normal	Stauffer, Josh 202-962-		6/24/2002	

Standards Reports to be available via the FSA CIO Website

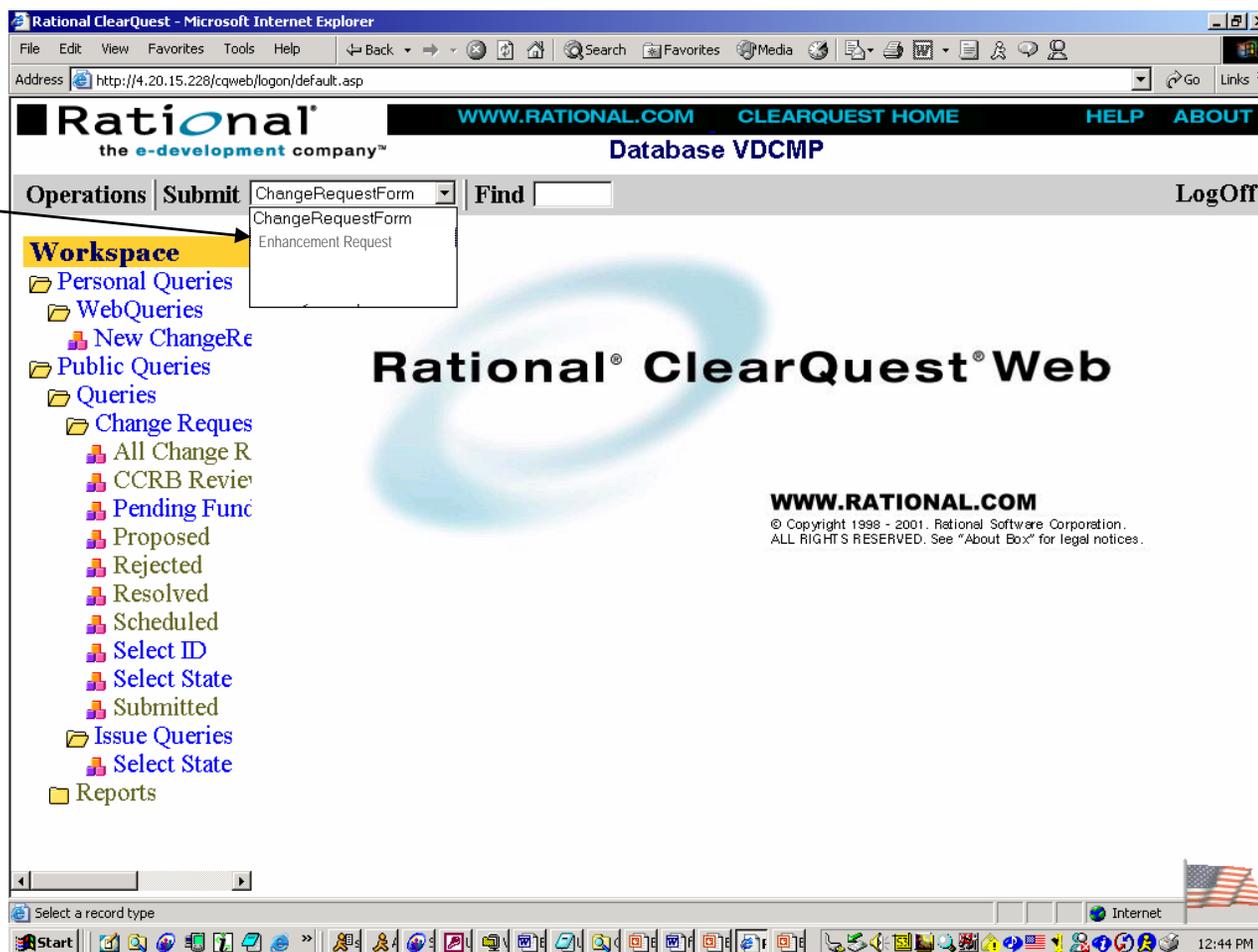
116.5.2 Appendix F - EDM Tool and Process Orientation Training Briefing



7. Tool Enhancements Suggestion Submission

ECM Users can submit suggestions for improvements to the ECM Tool directly into the Tool.

Click here to submit ECM Tool Enhancement Suggestion



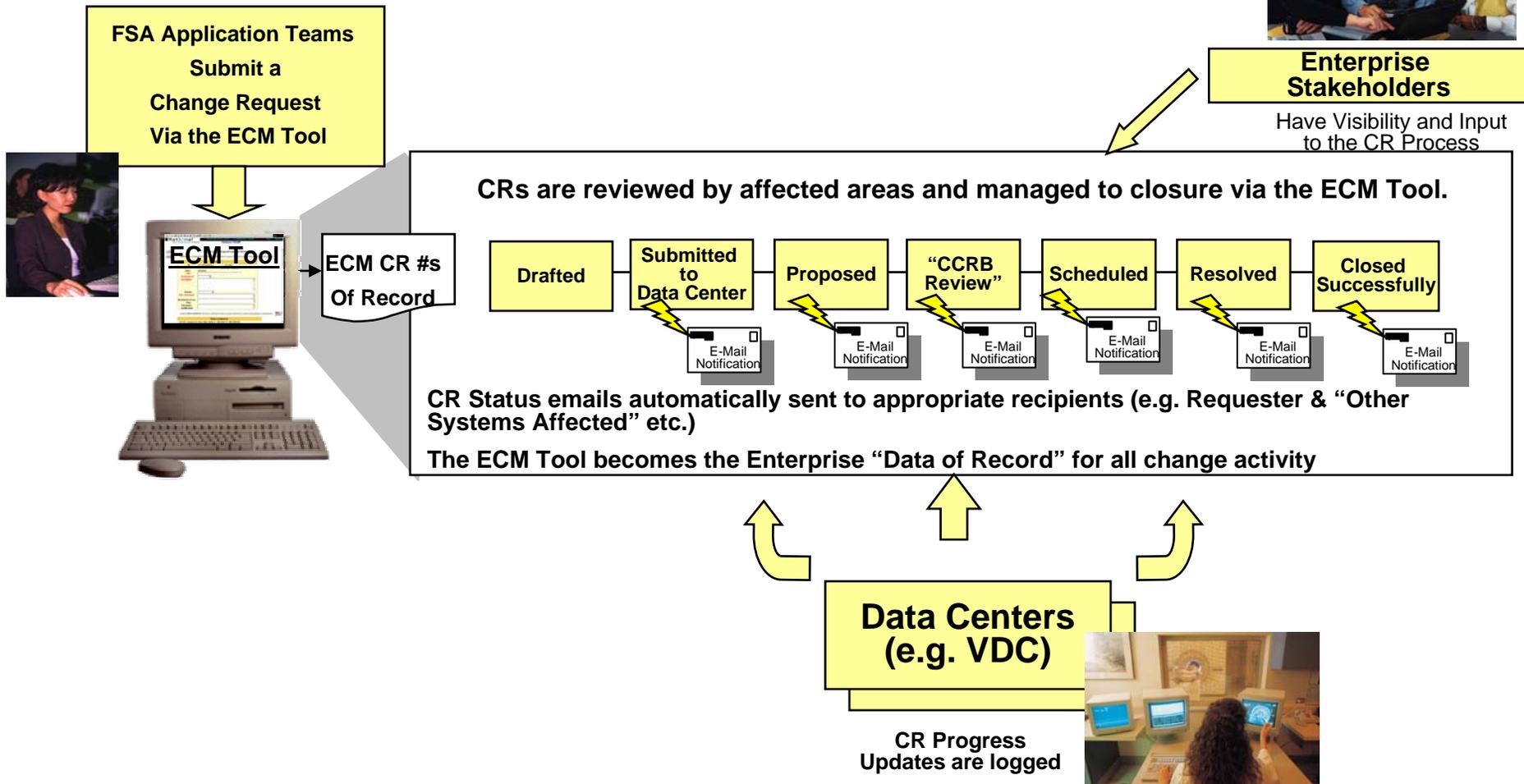
How Does the ECM Process work?

A Change Request (CR) is identified...



Enterprise Stakeholders

Have Visibility and Input to the CR Process

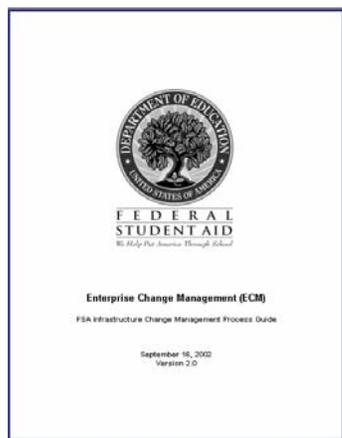




ECM Tool Process Flow & "States"

The FSA Infrastructure Change Management Process Guide (pictured below) provides detailed information on the ECM Process, including explanation of the "States" through which a CR moves as part of the ECM Process:

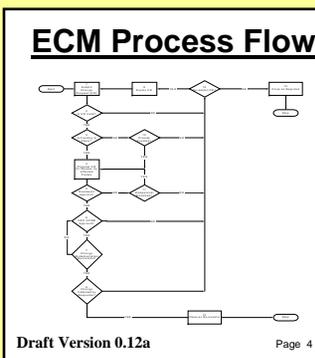
FSA Infrastructure Change Management Process Guide



See Page # 5

The ECM Tool Process Flow

...“The FSA Infrastructure Change Management Process describes the steps for managing a CR received by the Data Center. This process is depicted in the Process Flow shown below and the Process Steps descriptions in Section 1.5.”



See Page # 6 - 15

The "States"

1. Drafted
2. Submitted to Data Center
3. Proposed
4. CCRB Review
5. Scheduled
6. Resolved
7. Closed Successfully

Click here to view process guide:

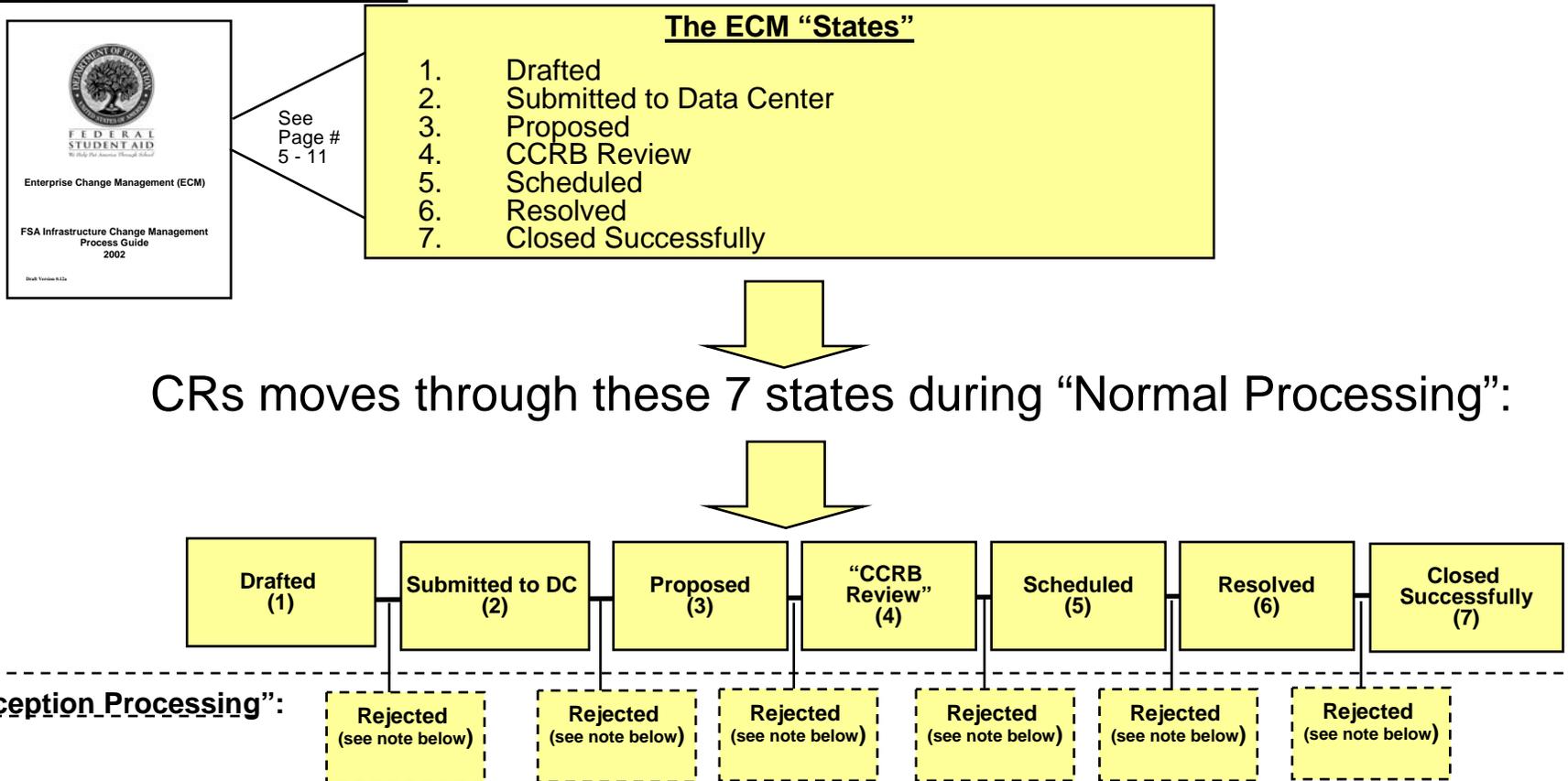


FSA ECM
Infrastructure Change Management Process Guide

ECM “States” indicate the progress of the CR from its initial submission to successful closure



FSA Infrastructure Change Management Process Guide



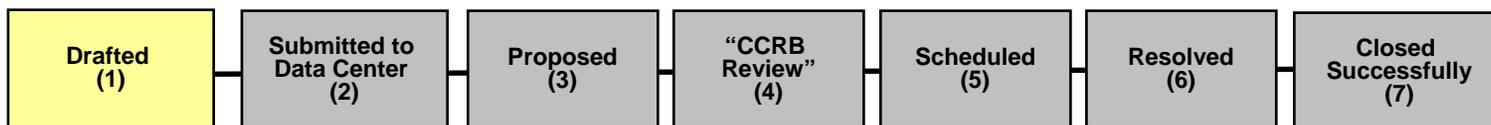
Note: Emergency CRs are to be immediately called-in to the CSC Command Center and entered into the Tool within 72 hours for traceability purposes.

In addition to the “Normal Processing States (shown above), “Exception Processing” (including “Rejected” & “Pending Funding” States) is covered on pages 5 – 11 of the Infrastructure CM Process Guide

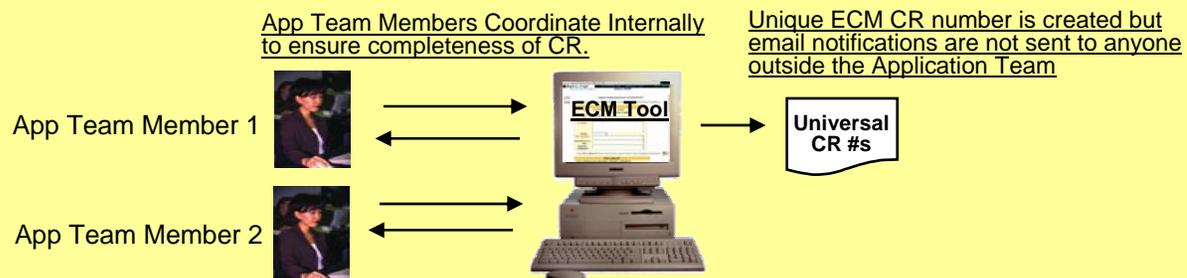


Drafted State

These 7 states are the states that a CR moves through during “normal processing”.



The Drafted State allows Application Teams to coordinate on CRs internal without having email notifications sent to the Data Center or having the CR Appear on ECM Summary reports.





Submitted State

These 7 states are the states that a CR moves through during “normal processing”.



When an Application Team (or Data Center) first submits a CR into the Tool, it is in the “Submitted State”. The CR is automatically assigned a unique ECM Identification Number and awaits review (for completeness) by Data Center ECM Tool Users. Prior to moving CR to the Submitted State, Application Teams must complete the ECM Impact Analysis Worksheet (see slides 9 - 11).

App Team completes and attaches Impact Analysis Worksheet & submits CR into the Tool



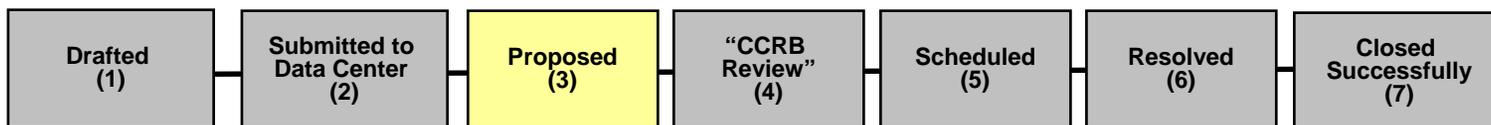
Data Center is notified via email of need to review submitted CR for completeness





Proposed State

These 7 states are the states that a CR moves through during “normal processing”.



Upon receiving the submitted CR, the Data Center reviews the CR and the Impact Analysis Worksheet for completeness. If other Systems are potentially affected, the Data Center identifies them in the Tool. Once CR & Impact analysis (including Data Center sections) are complete, the data Center (only) can move the CR to the Proposed State. A “review-by” date is entered into the Tool.

When the CR is moved into the Proposed State, an email (which summarizes the CR) is automatically sent to the individuals who are potentially affected by the CR. The email’s subject line includes “Action Required” to indicate that the individuals who receive the email upon the “proposal” of a CR must review the proposed CR. If the reviewer has any concerns regarding the proposed CR, they must go into the Tool and “reject” the proposed CR (see User’s Guide section 4.6)

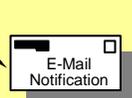
Data Center Reviews and completes “data center portions of Impact Analysis” before Moving CR to “Proposed State”



Proposed CR



Email notifications automatically sent to appropriate reviewers



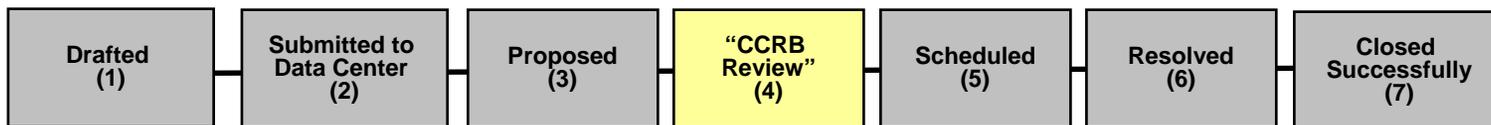
If individuals disapprove of change, they “reject” the CR in the Tool.





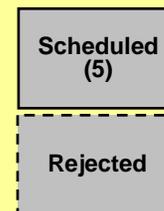
CCRB Review State

These 7 states are the states that a CR moves through during “normal processing”.



If no disapprovals are received by the “review-by” date, the CR is considered approved and the Data Center Tool moves the CR into the “CCRB Review State”. CCRB (Change Control Review Board) Review is the internal Data Center consideration of impacts and scheduling matters.

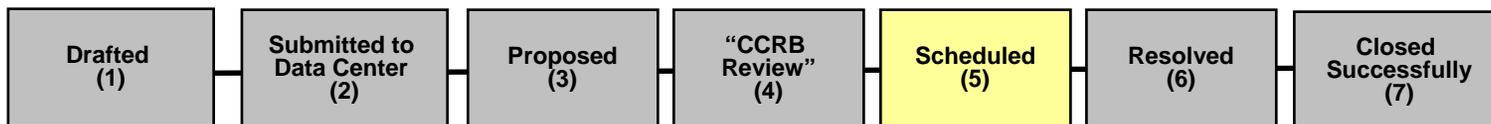
Data Center CCRB Review determines if (and when) the CR(s) should be scheduled for implementation





Scheduled State

These 7 states are the states that a CR moves through during “normal processing”.



CRs that are approved by the CCRB are scheduled for implementation by the Data Center. Data Center Tool Users move the CR to the Scheduled State. Upon moving to the Scheduled State, email notification is automatically sent to the requester to inform them of the CR’s scheduled Implementation date.

Data Center CCRB approves CR



Approved →

CR is scheduled for implementation and assigned to a particular Data Center resource for action



Resolved State

These 7 states are the states that a CR moves through during “normal processing”.



Once the Data Center feels they have successfully implemented the requested CR, they move it to the “Resolved State”

Data Center’s change appears to be implemented successfully



Data Center Tool User moves CR to the Resolved State to await validation by the Requester, who is notified by email



Note: Due to the ECM GCARS Integration effort, CRs have been moving to the Closed State without the Requester personally closing them. The Data Center has the responsibility to contact the Requester before closing the CR.

Closed Successfully State

These 7 states are the states that a CR moves through during “normal processing”.



The Requestor validates that the Change was implemented correctly by the Data Center and if so, moves the CR to the “Closed Successfully State”. Only the Requestor can move CRs into this State.

Data Center Tool User moves CR to the Resolved State to await validation by the Requester, who is notified by email

Upon review, the Requestor can either “Close Successfully or “Reject” the Data Center’s Change as implemented



Becoming an ECM Tool User involves performing regular “ECM-actions”



“ECM-actions” to be taken vary based the roles and responsibilities of the ECM Tool User.

The following Roles may have responsibility for these “ECM-actions”:

Application Teams



1. Coordinate with Business Owner & SSO prior to submission
2. Review and Approve CRs for formal submission to Data Center
3. Complete Impact Analysis Worksheet for all approved CRs to Identify “Other Affected Systems”
4. Submit Change Requests into the ECM Tool
5. Track their own CRs via ECM Reports at Enterprise Coordination Status Meetings
6. Validate that CRs implemented by the Data Center were implemented correctly and affirm in the Tool by formally closing the associated CR.

Data Center(s)



1. Validate that submitted CRs are complete
2. Complete Data Center section of Impact Analysis Worksheet
2. Assign & schedule resources to perform changes requested
3. Update the Tool as CRs move from State to State (Including Proposed, CCRB Review, Scheduled and Resolved)
4. Identify any funding issues and move associated CRs into the “Pending Funding State” if necessary
5. Submit “Data Center Initiated” CRs into the Tool (if any potential impact on Application Teams)

Enterprise Stakeholders



1. Review CRs (via tool-generated summary emails) that may impact FSA systems of interest
2. Provide Tacit Approval of CRs that Effect System
3. Disapprove of CRs when appropriate
4. Identify potential impacts that may not have been previously identified by Application Teams/Data Centers



Application Team User Roles and Responsibilities

Application Team Roles:



1. FSA Functional Manager: Channel Lead/ general Manager (not a regular tool User)
2. FSA System Manager – Supervisory Role over FSA Team Lead (May use Tool)
3. FSA Team Lead – Oversees Daily Development Production Operations for FSA
4. Backup/other FSA POC – Assists/Backs-up FSA Team Lead
5. Application Team Project Lead – Day to Day Lead for Application team
6. Application Team Primary ECM POC – Responsible for all App Team updates to ECM Tool
7. Backup/other App Team POC – Takes action in ECM and supports App Team Primary ECM POC

Application Team Responsibilities (corresponding to Slide 22):

ECM-action	Responsible Role	Supporting Roles
1. Coordinate with Business Owner & System Security Officer (SSO) prior to submission	Application Team Primary ECM POC, FSA Team Lead	Application Team Project Lead, FSA System Manager
2. Review and Approve CRs for formal submission to Data Center	Application Team Project Lead	Application Team Primary ECM POC, FSA Team Lead
3. Perform Impact Analysis on all approved Change Requests (CRs) to (Identify Other Affected Systems)	Application Team Primary ECM POC	Application Team Project Lead
4. Submit Change Requests into the ECM Tool	Application Team Primary ECM POC	Backup/other App Team POC
5. Track their own CRs via ECM Reports at Enterprise Coordination Status Meetings	Application Team Primary ECM POC	Backup/other App Team POC
6. Validate that CRs implemented by the Data Center were implemented correctly and indicate in the Tool by formally closing the associated CR.	Application Team Primary ECM POC	Backup/other App Team POC



Data Center User Roles and Responsibilities

Data Center(s) Roles:



1. Service Delivery Manager (SDM): Data Center Role with Ultimate responsibility to coordinate change activities with their associated Teams
2. Line of Service Managers (LOS): Data Center Operators who assign Resources and ensure that CRs are moved through the ECM Tool Process States
3. Other Data Center POCs: Frequently “assignees” who are scheduled by the LOS Managers to implement requested changes

Data Center(s) Responsibilities (corresponding to Slide 22):

ECM-action	Responsible Role	Supporting Roles
1. Ensure that Impact Analysis that was performed by App Team Prior to submission of CR and ensure completion of DC Section of Impact Analysis so that all “Other Affected Systems” have been identified in the Tool	SDM	LOS Manager
2. Assign & schedule resources to perform changes requested	LOS Manager	Other Data Center POCs
3. Update the Tool as CRs move from State-to-State (Including: “Proposed, Review, Scheduled and Resolved”)	LOS Manager	Other Data Center POCs
4. Identify any funding issues and move associated CRs into the Pending Funding State	SDM	LOS Manager
5. Submit “VDC Initiated” CRs into the Tool (if any potential impact on Application Teams)	LOS Manager	Other Data Center POCs



Stakeholder User Roles and Responsibilities

Enterprise Stakeholders



1. FSA Business Owners: Representatives of the Channels who are interested in Applications' smooth business operations
2. FSA CIO IT Services: ITS Representative coordinate Teams' Change Activity and ensure that Application Teams exercise due diligence in submitting and updating CRs with Enterprise Impacts
3. Department of ED CIO: receives high level/executive Summary of Change Activity at FSA
4. Other Applications: Some Applications are not yet using the ECM Tool, they can view the ECM Tool Reports
5. ECM Tool Team: Provides Support and Structure for the ECM Tool and Process. Responsible for Tool's ability to meet overall success criteria (all areas)

Enterprise Stakeholder Responsibilities (corresponding to Slide 22):

ECM-action	Responsible Role	Supporting Roles
1. Review CRs (via tool-generated summary emails) that may impact FSA systems of interest	FSA CIO IT Services	All above
2. Provide Tacit Approval of CRs that Affect System	FSA Business Owners	All above
3. Disapprove of CRs when appropriate	FSA Business Owners	FSA CIO IT Services
4. Identify potential impacts that may not have been previously identified by Application Teams/Data Centers	All above	N/A

Conclusion / Questions



For additional information on the ECM Tool Contact Phillip Wynn:

Phone: 202.377.3586

Email: phillip.wynn@ed.gov

ECM Support Repository (presently inaccessible, except for EDLAN users):

To access the repository via the Extranet, use the following URL, ID & Password.

URL: https://extranet.sfa.ed.gov/cio/products/it_management/projects.html (currently inaccessible)

ID: sfapartner

Password: success

If you are on EDLAN, you can access the ECM Support Repository via the Intranet at the following URL:
http://fsanet/cio/products/it_management/projects.html

ECM Tool URL:

<http://www.fsacq.ed.gov>

If, however, that URL is inaccessible, try the following IP Addresses to gain access to the Tool:

<http://www.fsatool.ed.gov>

If still unsuccessful, try the following URL or IP Address

<https://www.casetool.sfa.ed.gov/cqweb>

If you still cannot gain access to the Tool, please notify me or one of the following:

Jay Niemczyk (202) 962-0757

Samson Abebe (202) 377-3532