



**F E D E R A L**  
**S T U D E N T A I D**  
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## **Enterprise Configuration Management Implementation (ECMI)**

**FSA High Level Process Flow**  
**March, 2003**  
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## **1.0 FSA Infrastructure Change Management Process**

### **1.1 Purpose**

The purpose of this process guide is to provide a draft a high level view of the overall Release Management process and how it relates and ties into Change Management and Configuration Management within FSA. There currently exists an FSA Infrastructure Change Management Process that has been defined as part of the ECM effort. This document will outline the basic process flow for a front end Release Management Process and back end Configuration Management Flow that will be built around the existing Change Management Process. This guide will serve as a starting point for the eventual development of these other two process's which will be part of CIO 15 initiative.

### **1.2 Process Definition**

This process guide defines the sequence of actions to be taken to move a change request through from inception to implementation. The detailed process flow for each of the three high level processes is depicted in section 1.5. A detail process flow that includes process steps, describes the actions to be taken in each step and the corresponding roles and responsibilities, tools and states/outcomes is documented within each process guide.

CRs are identified as belonging to systems either in development or in production. The process begins by the submission of a CR and ends by the closure of CR either successfully or unsuccessfully. The submission may come from Enterprise level groups at FSA, Integrated Product Teams (IPTs) or the VDC itself.

### **1.3 Benefits**

The benefits of this high level process include:

- Increased understanding of the overall FSA Release Management Process, Infrastructure Change Management Process, and Configuration Management Process.
- Formal Process to allow Business Prioritization of Change Activity and institute a more structured long term planning of FSA change activity
- Firm Control over the FSA Configuration of Hardware and Software (TBD)
- Full accountability and full visibility for CRs
- Process improvement by having a defined, formalized and reusable process

1.4 Process Flow

The end-to-end process flow for a change request at FSA starts with submission to the Release Management Process, continues through the Change Management Process, and finishes with the Configuration Management Process. It is essential that all major change activity follow this process in order to obtain the appropriate business priority, ensure the change is implemented in a coordinated and controlled manner, and to clearly document and control the FSA infrastructure and software portfolio. The overall process is depicted below the detail behind each process will be contain in each of the specific process flow documents.

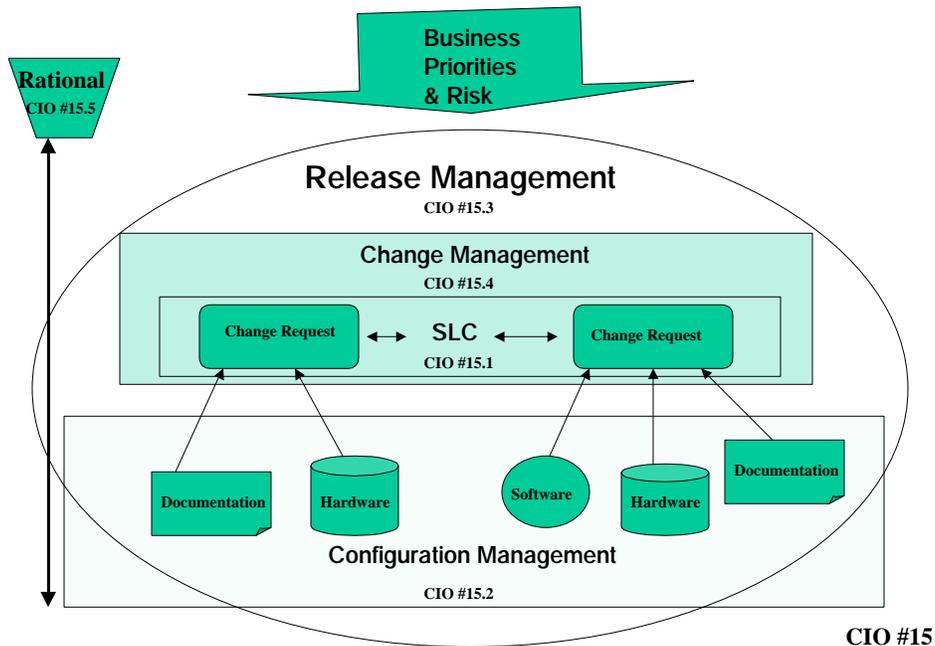
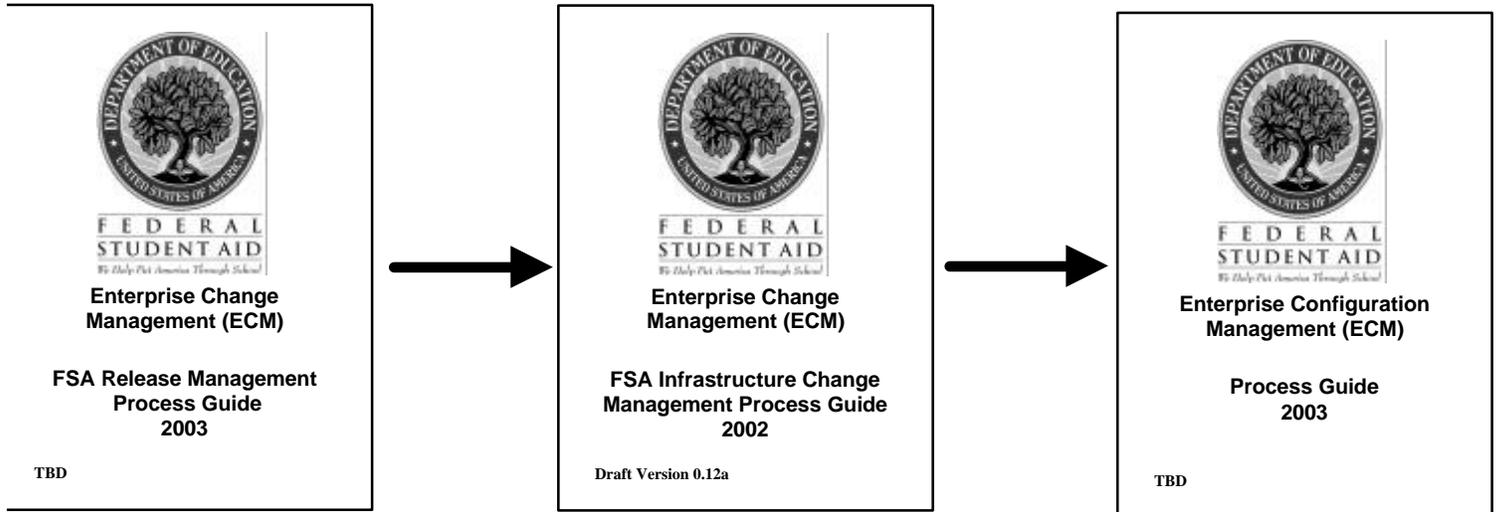


Figure 1- Overall Process Flow

**A Release Management Process Guide (TBD)**

**FSA Infrastructure Change Management Process Guide**

**FSA Configuration Management Process Guide (TBD)**



**Figure 2 - Process Guide Relationship**

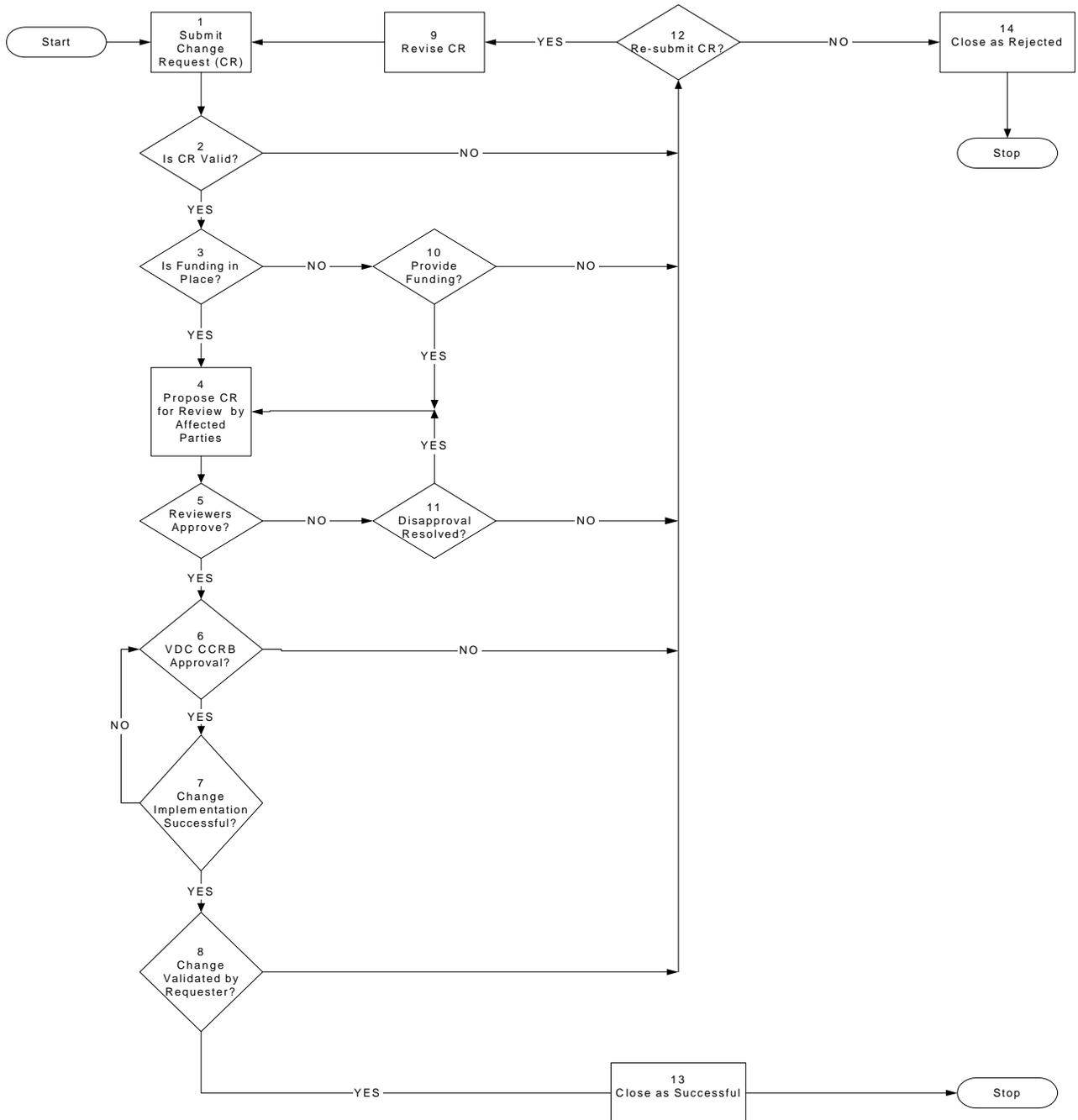
**1.5 Detail Process Flow**

The detail process flow is provided or will be developed as part of the individual process guides. A draft process flow for the Release Management and Configuration Management is listed below along with the actual process for the change management process that is currently being followed for all change activity at the VDC. The development of the Release Management and Configuration Management Process will be defined as part of CIO 15 initiative.

### **1.5.1 Release Management Process**

The Release Management Process Flow will be developed as part of CIO 15.

1.5.2 Change Management Process



### **1.5.3 Configuration Management Process**

The Configuration Management Process Flow will be defined as part of CIO 15.