

## **Change Process: Standard Change (DRAFT)** Request (1) Record Review Approve Close \_Can only request Standard Changes\_ Self Service Incident Management Release Standard Standard Record (4) Change change? (2) Users (25) Operator within Change Change Operator Problem Management Go to Change successful? Repeat Release? Normal Change Process (2) Incident Close the RFC (24) Management Process (28) Change Coordinator

## **Change Process: Emergency Change (DRAFT)** Request (1) Review Approve Close Change Operator Go to Go to Normal 'Release: Change Emergency' Process Process (32) (31) Invoke Emergency Change Coordinator From Normal New RFC required? (33) Change Advisory Change Board (29) No Solutions, Gather alternatives & information as changes to issue appropriate discussed Was Emergency Change Emergency Change successful? (33) Approved? (30) ECAB there sufficient confidence in information to assess Close



