



INTERSYSTEMS LEARNING SERVICES

InterSystems Change Control



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ICC 350: CCR Tier 0 – Standard Changes



Objectives

- Explain what standard changes are and how they differ from normal changes under ITIL.
- Demonstrate how to configure a standard change in CCR.
- Explain the properties of standard changes in CCR.



Part 1: Standard Changes



Standard Changes

- Under ITIL, a standard change is one that is:
 - Well-known, documented and proven.
 - Generally simple and recurrent.
 - Low risk.
 - Previously authorized.



Standard Changes (cont.)

- Normal change control process unnecessary overhead for standard changes.
 - Causes organizations to not control standard changes.
- Use different control process for standard changes to ensure:
 - Documented / proven implementation, testing, and backout plans.
 - Documentation every time standard change performed.
 - Assists troubleshooting during crises.
 - Minimal change control overhead.



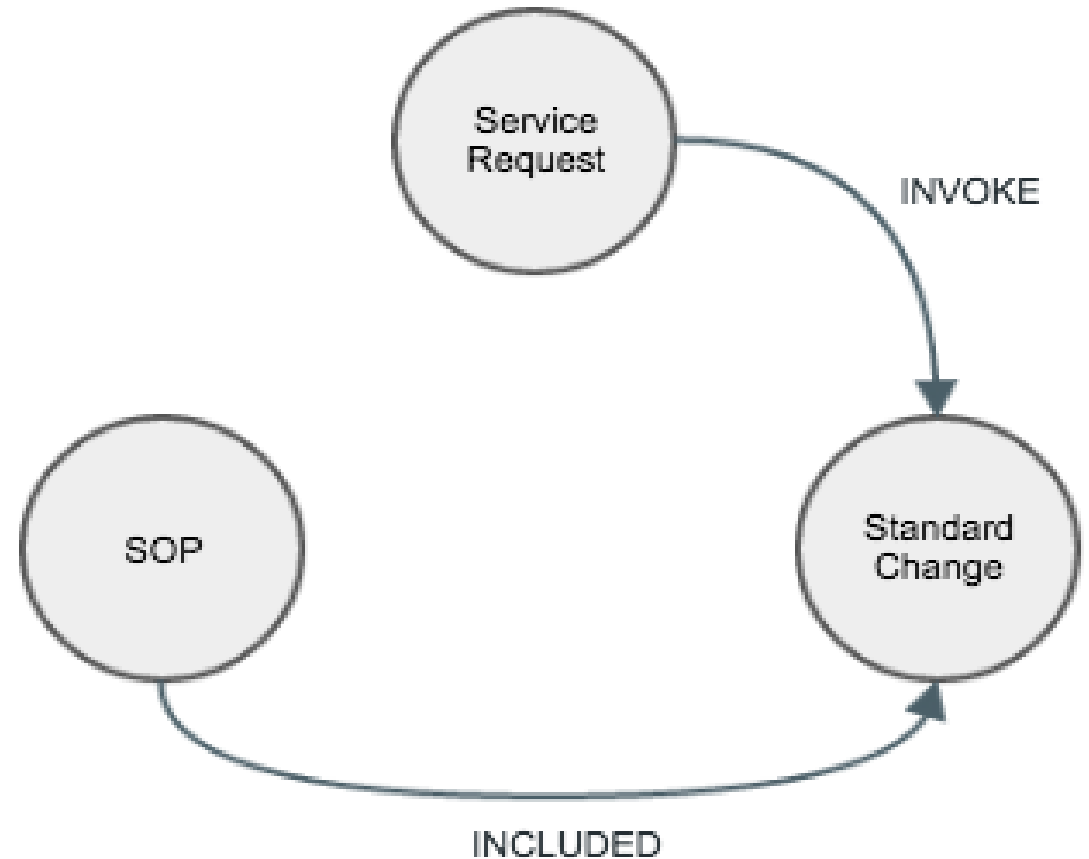
Management of Standard Changes

- Standard changes are often associated with service requests.
- There is typically a catalog of standard changes.
- Standard changes have to respect specific criteria.
- Standard changes have to be approved and regularly reviewed.
 - Particularly data fixes.
- Standard changes may be demoted to normal changes.
- Use of standard changes should be recorded.



Relationship between SR, SC and SOP

1. User issue a Service Request (SR).
2. Standard change is invoked (if present).
3. Standard Operating Procedure (SOP) is followed to implement the standard change.



Standard Change Approval

- Customers and InterSystems employees can approve standard changes.
 - This can vary based on the owner of the configuration item.
 - Approval must have expiration date.
- Example: for hosted sites InterSystems would create and approve most standard changes:
 - Restart specific services.
 - Purge log files.
 - Collect performance statistic information.



Quiz: Identifying Standard Changes

Question:

Which of the following can be considered a standard change?
Select all that apply.

- A. Purge log files.
- B. Development change.
- C. Synchronize mirror members.
- D. New data fix.
- E. Change to Site TrakCare Components.
- F. Stop and Start HealthShare Production.



Quiz: Identifying Standard Changes (cont.)

Answer:

A. Purge log files.

C. Synchronize mirror members.

F. Stop and Start HealthShare Production.

**low-risk, regularly
occurring, well
understood, repeatable**



Part 2: Standard Changes within CCR



Standard Changes within CCR

- CCR supports documenting standard changes.
- Can promote a CCR to be a standard change.
 - Documentation within that CCR then used as SOP for implementing change again.
 - CCR becomes read-only.
- To become a standard change, a CCR must be:
 - Tier 0.
 - Closed.




Standard Changes within CCR (cont.)

- Can action and view history of standard changes.
- Actioning standard change:
 - Does not require new CCR
 - It has already been completely specified.
 - Does not require additional approval
 - It has already been pre-authorized.




Access List of Standard Changes



- Menu > Standard Changes.
- Click CCR ID to view full CCR.



CCR | Standard Changes









 Sam Schafer (ISCX)

Organization

InterSystems Corporation (ISCX)  

Create Standard Change ☐ Show Expired


Active Standard Change List: InterSystems Corporation (ISCX)

CCR 	Title 	Expiration Date 	Last Actioned 	Last User 	Last System 	Last Environment 	Action
ISCX17948	Refresh Training Environment	2026-07-09	2023-01-17	Smith, John	SSO	LIVE	



Action Standard Change

1. Menu > Standard Changes.
2. Click pencil icon.
3. Specify Environment, Date, Time, and Notes (if applicable).
4. Click Action button.

ISCX17948	Refresh Training Environment	2026-07-09	2023-01-17	Smith, John	SSO	LIVE	
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System


SSO (SSO) ▾

Environment

×

Date Executed

Choose a date  

Time Executed 

Notes

Action



How To: Create New Standard Change

1. Menu > Standard Changes.
2. Click Create Standard Change button.
3. Complete form.
4. Click Create Change button.

Create Standard Change for InterSystems Corporation (ISCX)

Note: a Standard Change can be created from a CCR which records a recurrent change, is Closed, and is low risk. Do not promote a CCR to a Standard Change unless these criteria are met.

CCR Number

Authorized By

Expiration Date

Notes (Optional)

Create Change



CCRs that are Standard Changes

- New Standard Changes Details above Perforce Details.
- Click eye to edit Expiration Date, Authorized By, or Notes.
- Rest of CCR read-only.

Standard Change Details ?		
Expiration Date	2026-07-09	Authorized By Barton, Pravin
Notes		
Perforce Details		logged into Perforce as sschafer



Standard Change Expiration Date

- Expired standard changes:
 - Cannot be actioned.
 - Not shown in list of standard changes by default.
- System alert displayed 1 week before expiration date.
- Edit Standard Change Details section to change expiration date.
 - Set date in future to re-authorize.
 - Usually review and re-authorize every 6-12 months.
 - Set yesterday to immediately revoke authorization.



Quiz: CCR Standard Changes

Question:

Which of the following is true about CCR standard changes?
Select all that apply.

- A. Standard changes are pre-authorized to be executed in a System.
- B. Any closed Tier 0 CCR can be promoted to be a standard change.
- C. The contents of a CCR become read-only when the CCR becomes a standard change.



Quiz: CCR Standard Changes

Answer:

All of the above.



Summary

- What are the key points for this module?

