INTERSYSTEMS LEARNING SERVICES

InterSystems Change Control

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ICC 350: CCR Tier 0 – Standard Changes

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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.)

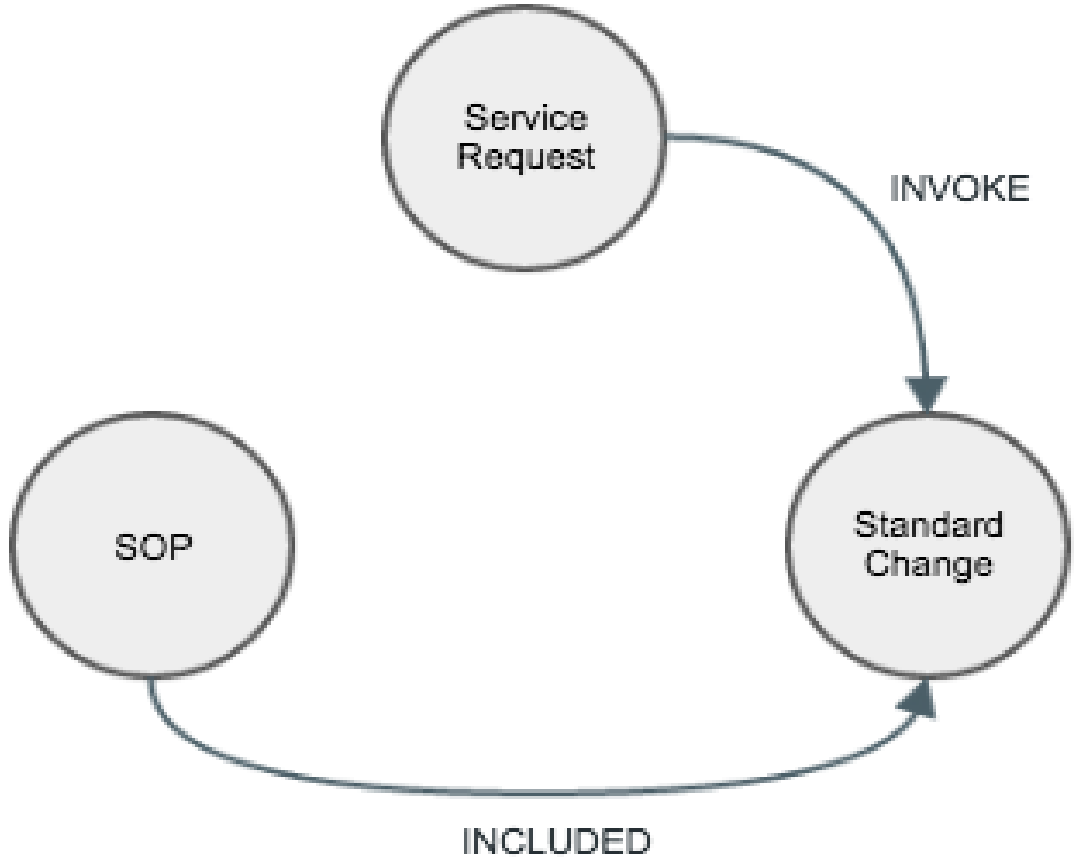
- Normal change control process unnecessary overhead for standard changes.
  - Causes organizations to not control standard changes.
- Use different control process for standard changes to ensure:
  - Documented / proven implementation, testing, and backout plans.
  - Documentation every time standard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

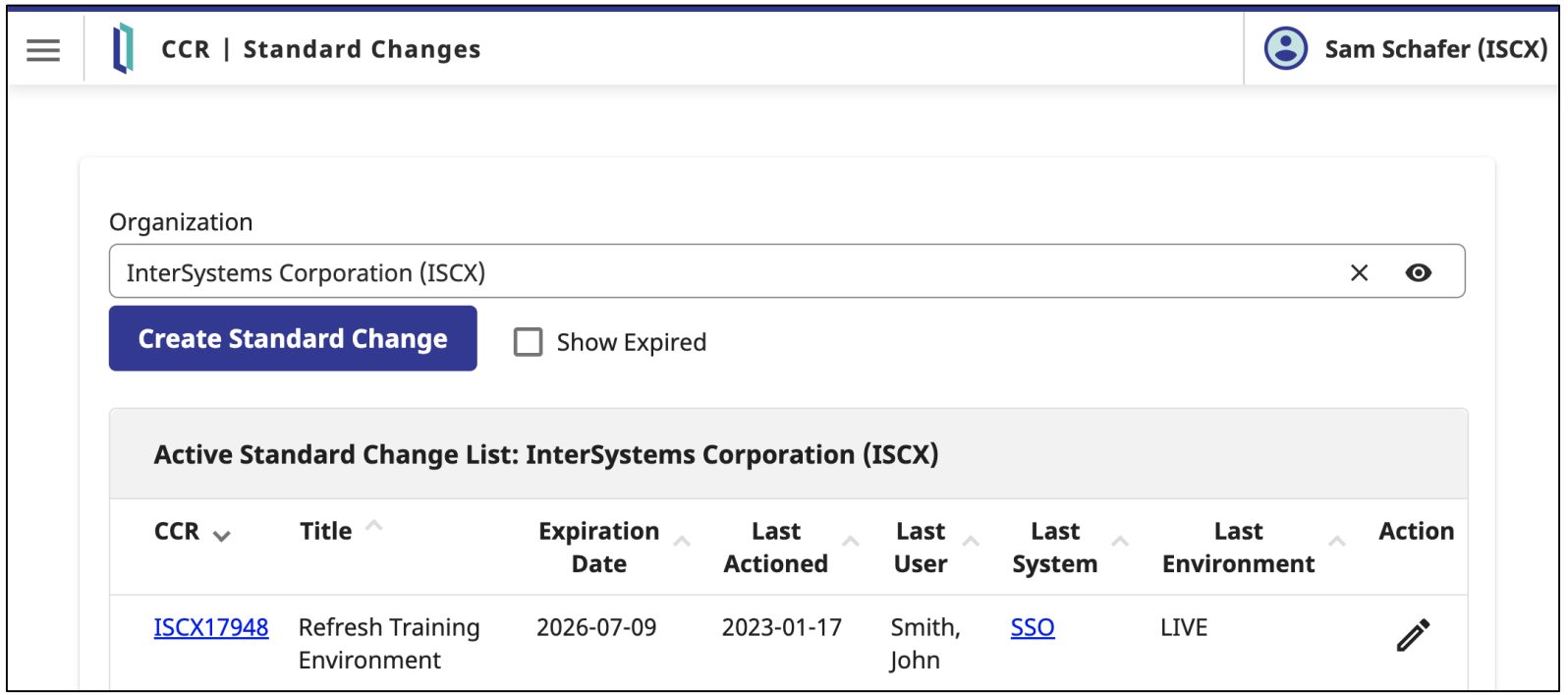
- CCR supports documenting standard changes.
- Can promote a CCR to be a standard change.
  - Documentation within that CCR then used as SOP for implementing change again.
  - CCR becomes read-only.
- To become a standard change, a CCR must be:
  - Tier 0.
  - Closed.

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.

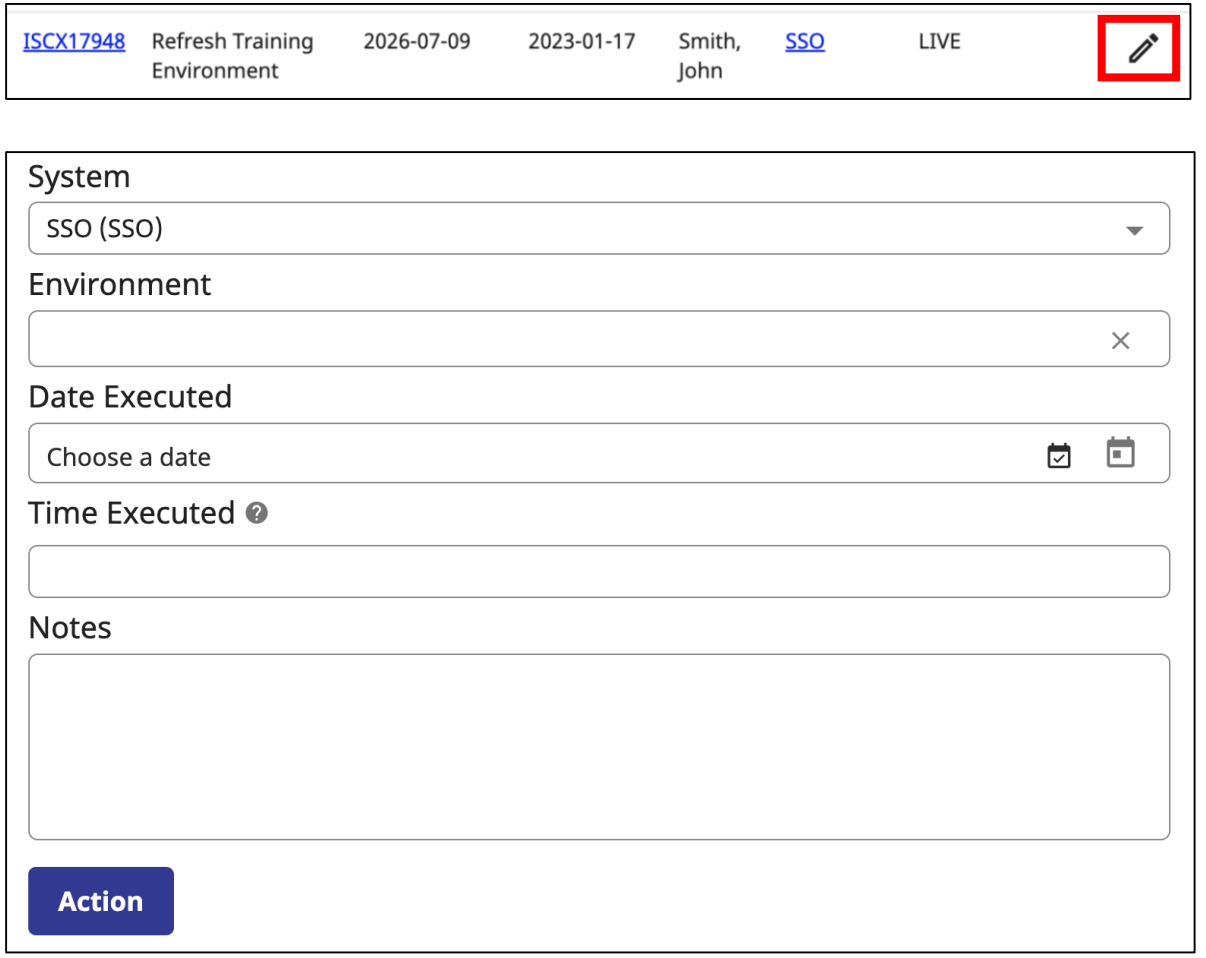
Access List of Standard Changes

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



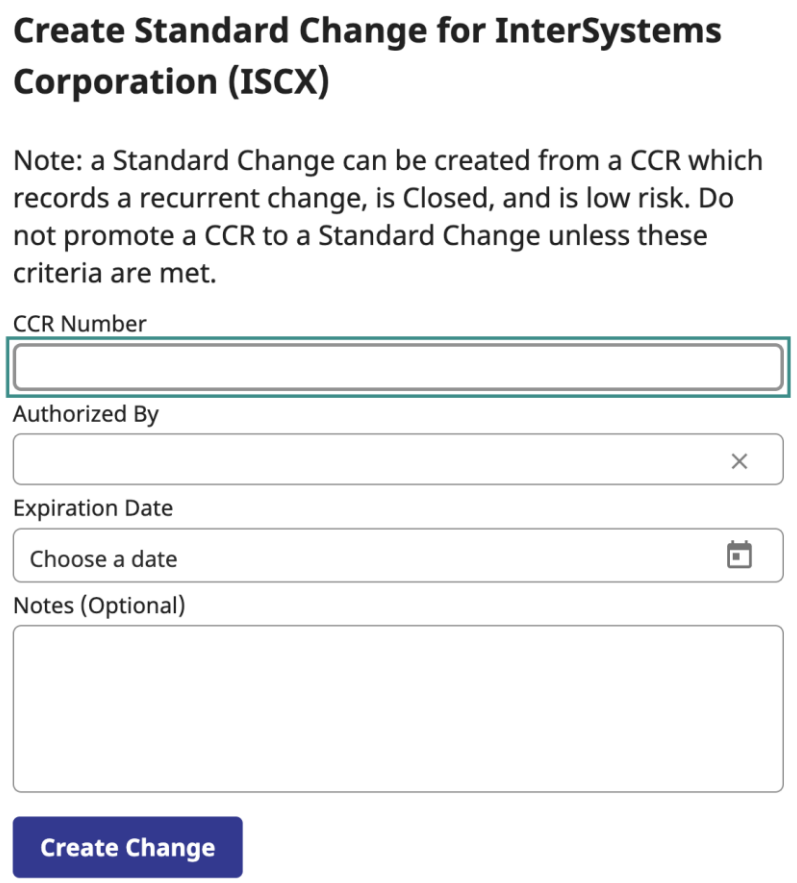
Action Standard Change

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



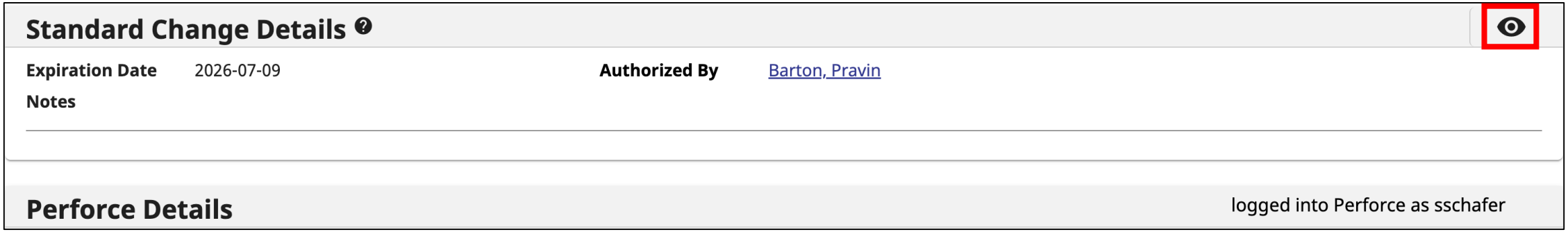
How To: Create New Standard Change

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



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 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?