Change Management Procedure

Broward County
Office of Regional Communications and Technology (ORCAT)

Revision 5
January 6, 2016
February 23, 2016

**Change Management Procedure**

**Introduction**

This document defines the Change Management Request (CMR) process for Regional Public Safety Mission Critical Applications and the communications infrastructure providing delivery of these applications and services to end-users. The CMR process will be used to specify the dates, times and conditions when designated maintenance tasks can be performed on all software and equipment affiliated with Regional Public Safety Mission Critical Applications; including but not limited to, the Public Safety Intranet (PSI), 800 MHz Radio System, Computer Aided Dispatch (CAD) System, AVL, LRMS, FRMS, Mobile Mapping, PMDC, UDT/DSS, E-911, etc.

**Objective**

The objective of the CMR process is to implement maintenance and expansion guidelines that will assure system reliability; minimize the impact on end-users and prevent unintended outage conditions.

**Definition**

The CMR process will be an ongoing activity involved with the scheduling, communication and coordination of maintenance and construction activities impacting Public Safety Mission Critical Applications and the Public Safety Intranet. This process includes a Request, Review and Approval processes. All change and maintenance activities are performed during predetermined and mutually acceptable Maintenance Windows.

**Scope**

The CMR process should be followed for any installation, equipment and software maintenance activity or any construction activity which is either directly or indirectly impacts Regional Public Safety Mission Critical applications.
CMR Process Requirements

All scheduled change and maintenance activities will require completion of an electronic CMR form and must conform to the following criteria:

- All work requests that impact directly or indirectly the end-users of Public Safety Mission Critical applications must be thoroughly documented in the CMR forms and sent as an e-mail attachment to:
  
  OCTChangemanagement@broward.org or
  ORCATChangemanagement@broward.org

Broward County’s Office of Regional Communications and Technology (ORCAT) will review all requests and obtain consensus from Operations and from all impacted end-users on scheduling the Maintenance Window for the request.

- Activities will be scheduled and performed only during predefined or mutually acceptable Maintenance Windows.

- The Requestor submitting the Method of Procedure (MOP) form must identify the scope of the associated outage and a best estimate of the duration of the activities involved in the project. Stop times must take into account the time needed to restore the system to an operational state.

- Following ORCAT approval of the submitted Method of Procedure (MOP), a project coordination meeting or conference call involving representatives of all involved or impacted parties will be scheduled by the assigned ORCAT Program Manager prior to the start of the scheduled work.

MOP Requirements

- State the objective(s) of the work to be performed; the parties performing the work; the parties impacted by the work and the steps to be completed by each party.

- Request a Maintenance Window identifying Start and Stop times. Stop times must take into account the time needed to restore the system to an operational state.

- Provide a step by step work flow schedule.

- Identify the Program Managers responsible for project coordination. List telephone numbers and any other relevant contact information.
• Include an escalation list with notification time frames should unforeseen problems occur that would result in an outage extending beyond the scheduled Maintenance Window.

• Provide a back-out plan should the original plan not work.

**Maintenance Windows**

• The standard **weekday** Maintenance Window for Public Safety Communications is 12:01 AM – 06:00 AM Sunday through Thursday or as otherwise specified by the Operations managers.

• The standard **weekend** Maintenance Window for Public Safety Communications is 5:01 AM – 02:00 PM Saturday and Sunday or as otherwise specified by the Operations managers.

• A CMR must be developed to include sufficient time to perform a back-out of the change within the Window timeframe and restore systems to their normal operational state.

• A CMR that requires work to be performed outside the standard Maintenance Windows must include justification for performing the work during a non-standard window and be approved by management.
<table>
<thead>
<tr>
<th>CMR Process Type</th>
<th>Risk Impact Level</th>
<th>Definition</th>
<th>Lead Time</th>
<th>MOP Required</th>
<th>Actions/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYI</td>
<td>Non-Service Affecting</td>
<td>Prep work activity which has low risk to end-users of Public Safety Mission Critical applications.</td>
<td>Minimum 2 Days</td>
<td>No</td>
<td>FYI as needed.</td>
</tr>
<tr>
<td>Scheduled</td>
<td>Potential-Service Affecting</td>
<td>Any activity that may impact end-user access to Public Safety Mission Critical applications.</td>
<td>Minimum 5 Days</td>
<td>Yes</td>
<td>Notify all End-Users and Support Management</td>
</tr>
<tr>
<td>Scheduled</td>
<td>Service Affecting</td>
<td>Includes any activity which will result in the loss or degradation of accessibility to end-users of one or more Public Safety Mission Critical applications.</td>
<td>Minimum 10 Days</td>
<td>Yes</td>
<td>Obtain written or e-mail approval from Management. Provide Written Notification to all affected End-Users. Obtain Written Approval of all affected End-Users.</td>
</tr>
<tr>
<td>Scheduled</td>
<td>Outage Required</td>
<td>Any work which will necessitate a total outage of one or more of the Public Safety Mission Critical applications or the Public Safety Wide Area Network, or any extremely high risk activity which may inadvertently cause an outage.</td>
<td>Minimum 10 Days</td>
<td>Yes</td>
<td>Obtain written or e-mail approval from Management. Provide Written Notification to all affected End-Users. Obtain Written Approval of all affected End-Users.</td>
</tr>
<tr>
<td>Emergency</td>
<td>Service Affecting or Outage Required</td>
<td>The unscheduled outage of one or more Public Safety Mission Critical applications or the Public Safety Wide Area Network.</td>
<td>None</td>
<td>No</td>
<td>Requires immediate Management and End-User notification and a debriefing meeting once the problem has been resolved.</td>
</tr>
</tbody>
</table>
End-User Notification

Not less than ten (10) days prior to an approved CMR project affecting Regional Public Safety Mission Critical applications, the ORCAT project manager must notify all end-user management by e-mail of the pending activity with all CMR and MOP documentation attached. The e-mail should summarize the attached documentation but must include:

- A list of all affected end-users.
- A generic statement of nature of upgrade or maintenance procedure and the operational need to make the change.
- The Maintenance Window, date and time the work will be performed including the projected end time.
- A generic impact statement that identifies the nature of the work being performed; the impact of the work on the end-user while the work is performed and the effect of the work on the restored system or application.
- Telephone numbers of project managers and key staff involved in the activity.

Approval Authority

Any and all activities being performed must be supported by an approved CMR document.