

## Change Types

A change is classified as Normal, Emergency, or Standard.

**Normal change:** The typical change that follows the complete change management process.

- Must have lead time of one business day for Step 4: CAB Authorization

**Emergency change:** A change that must be completed immediately to fix infrastructure failures (or potential failures), or to satisfy an urgent business need that was not previously known. This CR follows an accelerated path through the process.

- Emergency-Urgent / Business Critical: To be used if lead time cannot be met. Requestor to justify the urgency before the CR can be authorized by ECAB
- Emergency-Incident: May be documented after the fact; to be created from an incident record

**Standard Change:** A pre-approved change that may not require scheduling and follows Step 1: Create RFC/CR and Step 5: Implement in the process.

- Low risk, low impact change
- Select the appropriate template to record a standard change



## Benefits of Change Management

A fully developed change management system delivers significant benefits to TiVo and its customers by:

- Prioritizing and responding to change requests in a timely manner
- Reducing the frequency of inadequate changes that result in service disruption, defects, rework, and unhappy customers
- Promptly delivering properly managed changes to meet the customer's needs
- Contributing to faster and more accurate change estimates
- Assessing the risks associated with the transition of services (introduction or disposal)
- Increasing staff productivity by minimizing disruptions due to unplanned or emergency changes

## Where to get help

Video tutorials:

<https://bigbook.tivo.com/index/SNOWImplTraining>

For Change Management questions:

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## TiVo Change Management

Quick Reference Guide



servicenow

# Change Management at TiVo

## What is Change Management?

The Change Management process ensures that changes are managed and documented from inception to implementation, resulting in a functional, effective solution for TiVo.

## Change Management Process

TiVo is consolidating all IT service management processes into one common platform with a goal of making the processes tangible, visible, measurable and more efficient. This platform is called ServiceNow.

- URL: <https://tivo.service-now.com>
- On the left-navigation bar, click the **Change** application
- To initiate a new request, click **Create Request for Change** (RFC)

## When to make a Request for Change/Change Request

A Change Request (CR) must be raised anytime there is an addition, modification, or removal of an authorized, planned, or supported service or service component and its associated documentation.

## Approvals

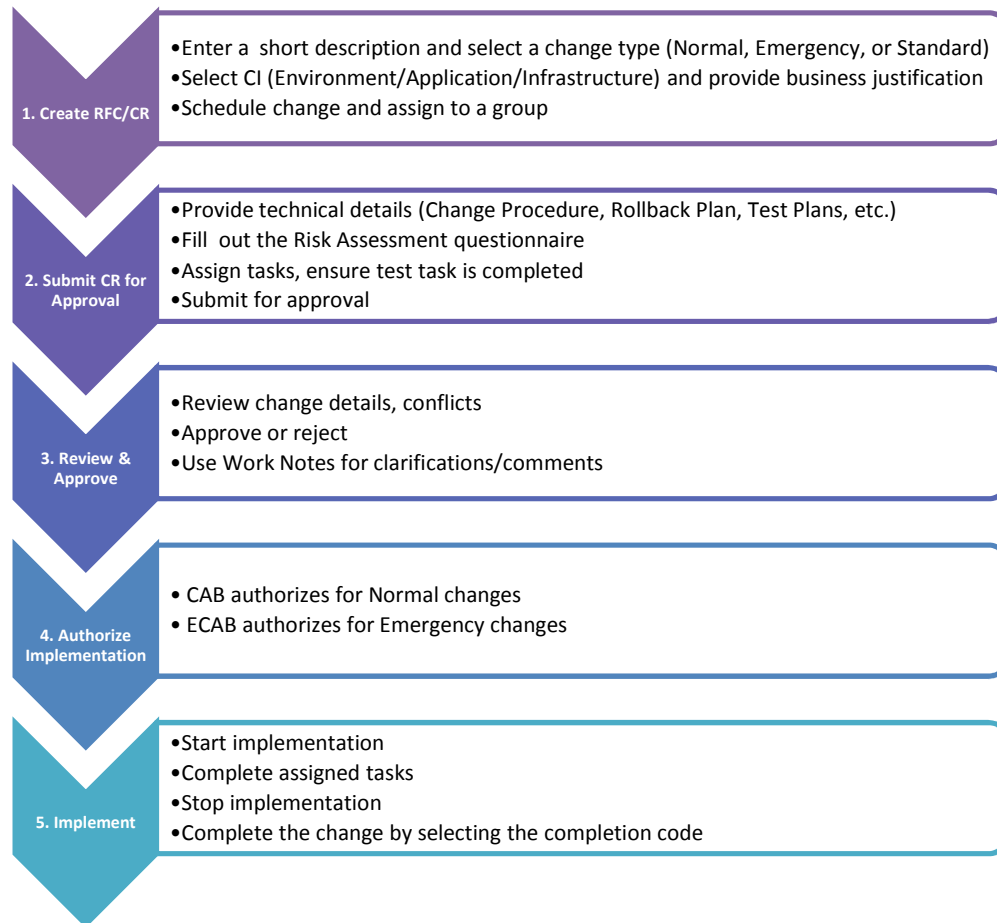
CRs are submitted for approval to either the Change Advisory Board (CAB) or the Emergency Change Advisory Board (ECAB).

**CAB:** Normal and Standard CRs

**ECAB:** Emergency CRs only

Both boards are responsible for deciding whether a change request is justified. They perform a risk assessment, and then approve and authorize the changes.

## Change Management Process Using ServiceNow



## Risk Assessment

The risk assessment is based on the following questions:

- How many users are affected?
- What is the downtime involved?
- Has/will the change be tested?
- Is rollback possible?



Each response to the assessment questions changes the risk rating that will be assigned to the change.

Risk ratings: • High • Medium • Low