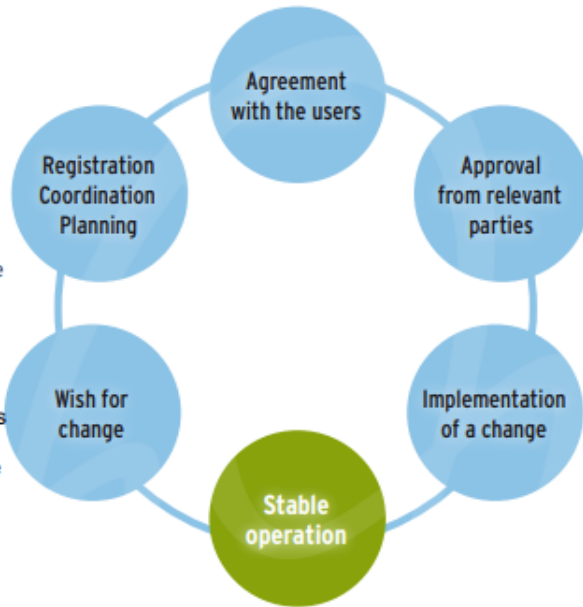


Why Change Management?

Change Management ensures that changes to be made in Region Syddanmark's production environment, such as hardware, software, buildings and documentation (typical CI) handled according to agreed standards to the least possible user impact. Standards ensure clear placement of responsibilities and a clear description of the changes.

Important for external users: Because of increased security it is now always necessary for all external users to create and have an approved change, before they are allowed to start a VPN connection.



What changes are included?

Changes concern everything that changes the status of a CI - that is if something is added, deleted or changes in the IT production environment.

Changes in test, - demo and education environment are also covered by the Change Process, if they can affect the production environment or if it has been agreed to have production status.

This applies for all, - which means employees in Region Syddanmark and Region Syddanmark's external suppliers.

The following are examples of changes that are covered by the Change Process:

- in an external supplier's own production environment - eg. As part of an agreement with Region Syddanmark on provision of services (operation of systems, network etc.)
- in Region Syddanmark's production environment
- as part of ongoing agreements on operation and maintenance
- due to a specific task (eg creating a server)
- planned stop and start of services and applications
- activities that may affect accessibility or performance

External users' option for vpn connection, regardless of the purpose of their access

Request For Change

All requests for changes that are covered by the Change Process must be registered, described and approved. This is done by setting up a Request For Change (RFC) in Region Syddanmark's Change tool. The RFC is filled in and processed according to the Change Process currently in force.

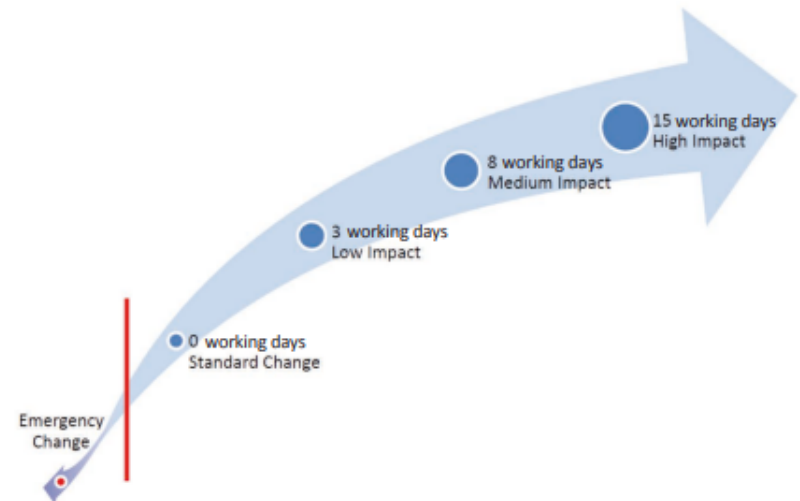
Purpose of the Change Process

The purpose of the Change Process is to ensure stable operation through cooperation and clear agreements with relevant parties for all the tasks in the change. In addition the Change can be informed to the users, but it is decided by the person who creates the change.

Deadlines

Below, the deadlines are illustrated for sending a RFC in time. The time is counted from it being sent for approval and until the scheduled start time for the Change (service window). The deadlines depend on the Change type and Impact value, which indicate the complexity and business impact of a RFC. Standard Changes do not affect users and are executed in the same way every single time.

Emergency Changes are unplanned here and now corrections to maintain stable operation.



Technical approval (1st approval of 2)

The Change Quality Controller is always the first approver.

A Quality Controller can be in several teams in RSD with specialist responsibility for assessment, quality assurance and approval of the technical details and plans described in the Change.

The description of the Change controls which team is involved - more teams can be involved, if applicable.

Region Syddanmark
Damhaven 12 . 7100 Vejle
Tel. +45 7663 1000

rsyd.dk

TS580 - Grafisk Service, Region Syddanmark - 06.2018

Changemanager (2. approval of 2) and Change Advisory Board (CAB)

Region Syddanmark's Change Manager (the last approver) handles and then approves/rejects the created RFC's.

The Change Manager may choose to involve CAB if there is a need to involve management, as well as other relevant persons in the decision on approval of the RFC. It will typical be High Impact Changes.

CAB meetings are held every Wednesday at 1 pm.



Contact information

If you need further information and dialogue about Change Management, please write to ChangeManager@rsyd.dk



Problem & Change Manager

Søren-Ole Lomholt Kaj Jensen
Tel. 2920 1494 Tel. 2920 1981
sol@rsyd.dk kaj@rsyd.dk

Thorkild R. Larsen
Tel. 2920 1191
thorkild.r.larsen@rsyd.dk



Region Syddanmark

Change Management

- Ensures clear agreements through changes in the IT environment



rsyd.dk

- Ensures stable operation
- Document changes
- Implement changes to none or least possible impact for users



Region Syddanmark