

IT Change Management—System Development Life Cycle (SDLC)

Planning and Design -

Project Start Date: ___/___/_____ Change Assessor Board (CAB) Rep Name: _____

1. Was Change Formally Requested in the HelpDesk Ticketing System with managerial Approval (Yes/ No): _____
2. Was the Change categorized and prioritized by Change Administrator (Yes/ No) _____
3. Did Change Administrator work with the change requester to analyze and justify the change (Yes/ No) _____
4. Was there continuous interaction between the IT Developer and the requester during the Project Planning Cycle (Yes/No): _____
5. Did the requester (if not a manager) receive proper Approval to Schedule the change (Yes/ No): _____
6. Did the project move to the next phase or terminated (NP/Terminated): _____, If "Terminated," Explain:

Coding and Implementation

1. Was there continuous interaction between the IT Developer and the requester during the Development Cycle (Coding and Design) through the HelpDesk Process (Yes/No): _____

QA - Testing

1. Did IT complete the change and performed TESTING Cycle with the requester (Yes/ No) : _____
2. Were the following aspect of TESTING Performed and what are the metrics/results:
Found Errors/ Deficiencies/ Things that were overlooked or missed during DESIGN and/or DEVELOPMENT Phase : (Yes/ No) _____ Errors Corrected and resumed TESTING (Yes/ No) _____
Does the software produce the correct results (Yes/No): _____
Does it meet the expectations of the requester as they initially outlined (Yes/No): _____
3. Was TESTING Successful (Yes/No): _____

Promotion/ Deployment

1. Was the Project submitted to PROMOTERS for Deployment to Production Server (Yes/No) _____
2. Was Promotion completed (Yes/No): _____

Remediation/ Maintenance

1. Was Maintenance/ Remediation necessary (Yes/ No): _____
2. Is "New/ Remediated" Product stable in Production (Yes/No): _____

Project Closeout Phase

1. Manager Signoff on Project (Yes/No): _____
2. Was there anything learned from this project to help with future business developments (Yes/No): _____
3. Is the HelpDesk Ticket at "Closed" Status (Yes/No): _____

Project End Date: ___/___/_____ Developer: _____

IT Manager Signature: _____ Date: ___/___/_____ Note: (Electronic Signatures are also accepted)

(CAB) certifies that the proper lifecycle protocols were followed) Signature: _____ Date: ___/___/_____