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Name of Standard: NRM Standard for TCRM

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Version #:3.0, Major Change

Date of Submission: February 2020

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Version Control

Document Version	Revision	Date	Author(s)	Change Reference
1.0		Jun 15, 2016	David Lee, Rick Stroebel, Stephane LeRoy	Initial Draft
2.0		Dec 18, 2017	David Lee, Gordon Parker	Remove ISSS references Ensure TCRM standard is generic
3.0		Oct 2019	Bryan Dixon Sharolyn Hurley	Major rewrite to align with new standards template.

Introduction

The Information, Innovation and Technology (IIT) Division manages and supports the technology used in the Natural Resource Ministries, including assessing, coordinating and deploying new technologies or changes to existing technology into all environments.

The Technical Change and Release Management Committee (TCRMC) oversees the Technical Change and Release Management (TCRM) standards, procedures, and workflows for authorizing changes to each technical environment. The mandate for TCRMC is captured in the TCRMC Terms of Reference.

The Change Advisory Board (CAB) is composed of a broad spectrum of IIT senior staff appointed by TCRMC to review and approve all technical changes.

Purpose

The purpose of TCRM is to develop and enforce standards and procedures to:
1) Ensure changes to the technical environments meet published IIT standards.
2) Simplify and standardize change management practices in a manner that will provide value to the application users, the product owners/application owners, vendors, and IIT.
3) Ultimately, deployments and infrastructure change need to be efficient, recorded (visible), reported, and auditable.

Scope

The scope of this standard is all changes to IT services, regardless of request source, size, requestor or implementer.
TCRM includes 3 formal processes that all development teams must follow:
1) Request For Change (RFC)
2) Request For Deployment (RFD)
3) Deployment Process (RFD Sub-Tasks)

Process documents can be found in the Reference Materials section below

General expectations

All changes are assumed to be proposed and reviewed for strategic direction (PPM or PM processes) prior to beginning development. All changes must be reviewed and approved prior to release into the test environment.

Emergency changes

Emergency changes are those that need to resolve a major incident (restore service), or to happen quickly to avoid a major incident that has or may have a significant high-risk impact.

Standard changes

Standard changes are defined as:

- All changes that can be and have proven to be made in a predictable repeatable manner that ensures a good product (output) without negative impacts
- Pre-approved and implemented as needed in daily operations
- CAB has already approved the process and standard operating procedure for handling the change.

If incidents or operational issues arise from standard changes, the Technical Change Manager may recommend changes to the standard operating procedure or revoke the change from the list of standard changes.

*All changes not classified as Emergency OR Standard are considered Normal.

Unauthorized changes

All changes that have not been properly reviewed and approved or pre-approved as standard are considered unauthorized. These changes will be treated like an incident.

Change windows

Change windows will be defined by the Release Manager and posted on the TCRMC website.

TCRM Compliance Requirements

- All development teams must use the IIT instance of JIRA (IMBJIRA) to complete the required processes.

- All development teams must use these three processes unless given exemption from the TCRM committee.

Exceptions

Exceptions are rare and may be granted by the TCRMC. Contact either the Technical Change Manager or Release Manager to be added to the monthly meeting agenda.

Roles and Responsibilities

The RACI matrices that follow are used to clarify roles and responsibilities.
Responsibility definitions:

- **Responsible**: Those who do the work to achieve the deliverable. There is typically one role with a participation type of responsible, although others can be delegated to assist in the work required (see also RACI below for separately identifying those who participate in a supporting role).

- **Approver**: Those ultimately answerable for the correct and thorough completion of the deliverable, and the one who delegates the work to those responsible. Approver(s) must sign off on the subject work.

- **Consulted**: has critical information or skill sets to complete or participate in a deliverable. Those whose opinions are sought, typically Subject Matter Experts; and with whom there is two-way communication.

- **Informed**: Those who are kept up-to-date on progress, often only on completion of the deliverable; and with whom there is just one-way communication.

	Project Lead	Development Lead	CAB	Change Manager	Release Manager	Deployment Lead	TCRMC
RFC Process	R	C	A	A	I	I	A
RFD Process	C	R	I	I	A	A	A
Deployment Process	I	R	I	I	C	A	A

Reference Material

- Technical Change and Release Management Committee site
- TCRMC Terms of Reference
- IIT Deployment Calendar (in Jira)
- Product Transition Services Confluence Page