

Version: 1.0 - 17th December 2015
Document No.: GRN_020_SOP_033

NSWGRN

BAI Critical Communications

Processing (Non-standard) Change Requests



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1 About this document

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The filing reference for this document is:

[GRN_020_SOP_033](#)

History

Issue	Date	Author	Reason
1.00	17/12/2015	Norman Deutsch	Approved Version

2 Non-Standard RFC Handling Procedure

2.1 Introduction

This document is intended for use by all stakeholders in the Change Management Process. Its purpose is to provide a common framework for all parties to operate from in order to understand the life-cycle of processing Non Standard Change requests, including timeframes and individual deadlines applicable to each stakeholder group. Almost all Change Requests submitted to the GRN Helpdesk are "Non-Standard" and will follow the documented process and this procedure in particular.

This procedure also serves the purpose of outlining the outputs of each decision including required actions and interactions with the FSC, OTRS and downstream stakeholders.

2.2 Timings & Deadlines

The Non-Standard Change Management process has defined timeframes around and within it. They are as follows:

- The CAB meets twice weekly: At 2pm on a Tuesday and 11am on a Friday.
- The NOCC will process all new RFCs on the day that they are submitted to the Helpdesk.
- Level 2 will review all "Pending" RFCs by COB Monday for Tuesdays CAB and by COB Thursday, for Fridays CAB.
- RFC submission vs. first potential review at CAB: Any RFC submitted by COB on Friday should be reviewed on Monday by Level 2 and be available to be presented to Tuesdays CAB. Any RFC submitted by COB on Wednesday should be reviewed on Thursday by Level 2 and be available to be presented to Fridays CAB. RFCs that are submitted after the COBs mentioned above will miss the following CAB (and will be laid over until the next CAB).
- The Change Manager will prepare the FSC on the morning of each CAB.

2.3 Stakeholder Sub-processes

2.3.1 Applicant Sub-processes

Timing: Any RFC submitted by COB on Friday should be reviewed on Monday by Level 2 and be available to be presented to Tuesdays CAB. Any RFC submitted by COB on Wednesday should be reviewed on Thursday by Level 2 and be available to be presented to Fridays CAB.

Step 1000 RFC submitted

An applicant submits an RFC to the Helpdesk.

Step 1010 Information Gather and Submitted

The applicant will collect and submit more detail or documents as requested via the NOCC from either Level 2 or the CAB.

Step 1020 Applicant Informed

The applicant will be informed of the CAB decision via two methods: by CAB minutes email from step 4060 and via the NOCC from step 2030.

2.3.2 NOCC Sub-processes

Timing: The NOCC will process all new RFCs on the day that they are submitted to the Helpdesk.

Step 2000 RFC Entered in OTRS and FSC

If new RFC: Case created in OTRS.

If existing RFC: Case updated within OTRS.

Step 2010 FSC

If new RFC: RFC created within FSC.


Information in columns A to M completed.

A	B	C	D	E	F	G	H	I	J	K	L	M
Case #	GRN Site Name	3rd Party Reference Number	Subject	Raised By	Organization	Type	Planned Start Time	Planned Stop Time	Classification	Priority	Service Impact	Intrusive Time

Column W  set to "Pending"


If existing RFC: Information in columns H to M updated (as required)

H	I	J	K	L	M
Planned Start Time	Planned Stop Time	Classification	Priority	Service Impact	Intrusive Time

Column W  set to "Pending"

Step 2020 Inform Applicant: Information Required

NOCC emails applicant to tell them that specific detail (as outlined by either Level 2 or the CAB) is required to be provided before the application can be reviewed any further.

Pay attention to the fact that if the decision was made in the CAB for more information to be provided (i.e. via steps 4060), then there will be the current date present in column V .

Also note that if the NOCC is processing the CAB results at the end of the day, if column V is blank then there is no requirement to inform the applicant that more information (as this will be old information and the applicant will already have been told).

Refer to Appendix A for Information Request email to applicant.

Step 2030 Inform Applicant: RFC Approved or Rejected

NOCC emails applicant to tell them that the RFC has been approved or rejected (as appropriate).

2.3.3 Level 2 Sub-processes

Timing: Level 2 will review all "Pending" RFCs by: COB Monday for Tuesdays CAB and by COB Thursday for Fridays CAB.

Step 3000 Technical Review

RFC is reviewed by Level 2.

Step 3010 Information required?

Level 2 will determine from their review if there is enough detail available to conduct their review.

Step 3020 Approved by Level 2

If all OK: Level 2 update information in columns N to U (with approval (and if appropriate, any concerns) inserted into column U).

N	O	P	Q	R	S	T	U
Documentation			Risk Matrix				Technical Assessment
MOP	SOW	Other	Consequence	Likelihood	Rating	Risk Level	Engineering Comments/Approval

Step 3030 Not Approved by Level 2

If not OK: Level 2 update fields as they can. Column U will be amended to include deficiencies as discovered by Level 2.

Level 2 sets Column V to "Info Required" and notifies NOCC where cases need more information.

2.3.4 Change Manager Sub-processes

Timing: The Change Manager will prepare the FSC on the morning of each CAB.

Step 4000 FSC Preparation

The FSC is reviewed by Change Manager. All cases that are (1) set to "Pending" and (2) have an input in Column U will be prepared and presented to the CAB. If data within Column U is blank, or if a case is not "Pending", it will not be reviewed at CAB. Cases that are set to "Info Required" will be added to the FSC to be mailed out as a reminder to the applicant that they have a submission that we are waiting to hear back from them in order to review.

Step 4010 FSC Distribution

Change Manager emails the list prepared in step 4000 to the standing list of stakeholders and to every person who has an RFC on that list.

Step 4020 CAB Held

The CAB takes place. There must be an authorised representative of the Telco Authority Operation Department present (usually the Operation Manager) in order for the CAB to proceed. A representative from Level 2 or NOCC Operations must attend for the CAB to proceed (usually both attend).

Step 4030 CAB Decision: "Information Required"

Where the CAB cannot approve an RFC on the basis that there are unanswered questions or not enough detail, Column W will be set to "Info Required". The NOCC will email the applicant requesting the specified information to be provided.

Step 4040 CAB Decision: "Approved"

Where the CAB approves an RFC, this will be recorded in the FSC along with the current date in Column V.

Step 4050 CAB Decision: "Rejected"

Where the CAB rejects an RFC, this will be recorded in the FSC along with the current date in Column V.

Step 4060 Updates and emails FSC

The Change Manager will update the FSC with the results of the CAB. The FSC will be checked back into BARON. The results from the CAB will be emailed to all of the stakeholders, applicants and the Helpdesk.

2.3.5 Change Advisory Board (CAB)

Step 5000 CAB Decision: "Approved"

The CAB will review each RFC taking into consideration, the recommendations from Level 2 and the Change Manager. An "Approved" RFC can be one of:

- "Approved" = work can proceed as outlined per the submitted documentation
- "Approved Conditionally" = work can proceed but only with the documented provisions
- "Conditionally Approved" = work cannot proceed until a full CAB review has been conducted and final approval granted.

Step 5010 CAB Decision: "Rejected"

The work described under the RFC has been refused and cannot proceed under any circumstance.

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Appendix A: Draft Email to Applicant Requesting More Information

To be written shortly.

Appendix B: Non Standard RFC Handling Procedure Flowchart

