Information Governance (IG) Toolkit Change Request Process

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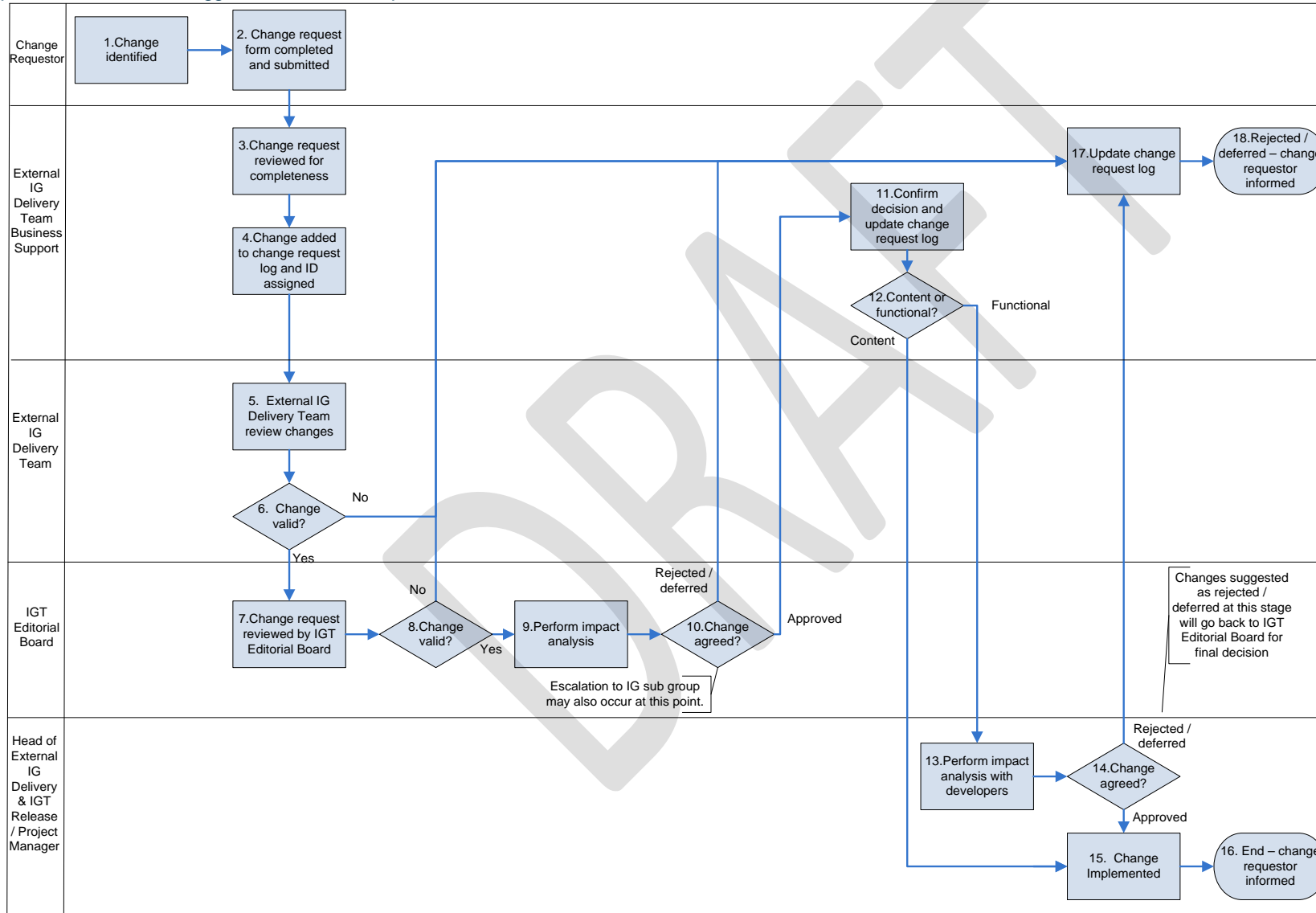
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Process Overview

The process flow chart below shows a high level overview of the internal change request process for changes requested to the Information Governance Toolkit. A detailed breakdown of the steps within this process is provided on page two of this document. The scope of this document covers the process within the External IG Delivery Team only, and any process in place outside of this (for example for the development team in Exeter or Information Standards Board process) is not included. Any minor change requests (such as spelling / grammatical errors) or technical issues and bugs are outside of this process and should be logged via the Exeter Helpdesk.

Process Details

ID	Responsible	High Level Action	Details	Timescale
1	Change Requestor	Change identified	• Requirement for change identified.	N/A
2	Change Requestor	Change request form submitted	• Change requestor completes the on-line change request form and submits via the IG Toolkit website.	N/A
3	External IGD Team Business Support	Change request reviewed for completeness	• Acknowledge receipt of change request. • Review change request and confirm that all fields are completed and information provided is clear. Liaise with change requestor (the individual who submitted the request) if further clarification is required. • Undertake a preliminary validation of the change request and confirm suitability to go forward to the External IG Delivery Team for review / whether it can be handled outside of this process (e.g. for any minor changes such as typos, items where a change to the IGT isn't required).	Within 5 days of receipt of request.
4	External IGD Team Business Support	Change added to change request log and ID assigned	• Add change request to the change request log and assign ID. • Provide extract of new change requests to the External IG Delivery Team for review 2 days prior to the next External IG Delivery Team meeting.	Within 5 days of receipt of request.
5	External IG Delivery Team	Review changes	• Review new change requests extracted from change request log at team meeting and agree whether complexity of changes is such that these require submission to the IGT Editorial Board. • Evaluate changes which need to be escalated to the IGT Editorial Board and provide an indication as to whether achievable or any additional information on these. • Decision and rationale recorded in meeting note and to be presented in summary format to IGT Editorial Board. • If change is valid see step 7, if change is not valid see step 17	Within 4 weeks of receipt of request
6	External IG Delivery Team	Change valid?		
7	IGT Editorial Board	Change request reviewed by IGT editorial board	• Review new change requests received from External IG Delivery Team meeting and agree whether changes are valid. • The extract of new changes will be provided to IGT Editorial Board members 2 days prior to the next meeting. • Decision and rationale recorded in meeting note. • If change is valid see step 7, if change is not valid see step 17	Within 8 weeks of receipt of request
8	IGT Editorial Board	Change valid?		

9	IGT Editorial Board	Perform impact analysis	Consider the impact of the change including:
			  o Any other areas of the toolkit which may require modification as a result of this change.
			  o Any new risks / issues resulting from the proposed change.	

			- o Any new benefits which will be brought about from the change. - o High level options / approaches which may be taken when making the change. - o Initial resource implications for External IG Delivery Team (analysis of cost / resource implications for developers occurs at later stage). - o Would Information Standards Board have an interest in this change.	
10	IGT Editorial Board	Change agreed?	- Confirm decision: - o Approved (note functional changes are subject to further analysis with developers later in this process prior to final approval). For approved changes agree prioritisation also (see step 11) - o Deferred (for later consideration (see step 17) - o Rejected (see step 17) - o Escalation to IG sub-group required (Phil Walker as Chair of the IGT Editorial Board will confirm if this is required and provide the feedback mechanism between the IGT Editorial Board and IG sub-group. - Decision and rationale recorded in meeting note.	
11	External IGD Team Business Support	Confirm decision and update change request log	- Update the change request log to reflect IGT Editorial Board decision. - Provide a status update to the change requestor.	Within 8 weeks of receipt of request
12	External IGD Team Business Support	Content or Functional?	- Is the requested change in relation to content or functionality? - For functional changes (e.g. technical changes to the way the site functions) see step 13 - For content changes (e.g. changes to the requirements / guidance) see step 15	
13	Head of External IG Delivery & IGT Release / Project Manager	Perform impact analysis with developers	- List of functional change requests with an 'approved' status extracted for further discussion and prioritisation at meeting with developers. - Further impact analysis and prioritisation exercises undertaken at meeting and final list of changes agreed for implementation agreed and change log updated.	In line with relevant development cycle timescales
14	Head of External IG Delivery	Change agreed?	- MG to liaise with IGT Editorial Board as necessary and confirm decision. Where changes are deferred or rejected the IGT Editorial Board will be informed and will confirm acceptance of this decision prior to proceeding to step 17 of this process: - o Approved (see step 15) - o Deferred (for later consideration) (see step 17) - o Rejected (see step 17)	
15	IGT Release / Project Manager	Change implemented	- Feed summary of changes through to External IG Delivery Manager (Standards & SIRIs) in suitable format for the Information Standards Board process. - For any content changes: - o Consult with other external stakeholders as necessary. - o Feed changes through to relevant External	

			IG Delivery team requirement set lead. ○ Enter changes into RATty (requirements authoring tool). • For any functionality changes: ○ Work with developers to implement.	
16	IGT Release / Project Manager	End – change requestor informed	• Inform change requestor that change has been agreed for implementation (for functional changes assigned a lower priority change requestor will be made aware of possibility may not be able to implement these). • Liaise with change requestor regarding detail of requirement to ensure proposed functionality development / content change satisfies their original request. • Undertake testing of the new functionality / content changes. • Update change request log to record change as completed.	
17	External IGD Team Business Support	Update change request log	• Update change request log with details of reason for rejection / deferral and record relevant status against the change.	
18	External IGD Team Business Support	Rejected / deferred – change requestor informed	• Inform the change requestor of the outcome of their change request, providing rationale for decision as recorded in Change Request Log.	

Change Request Form

The online change request form is accessible via the 'Change Requests' option on the left-hand navigation menu on the IG Toolkit

Change Request Log (Template)

https://www.igt.hscic.gov.uk/Resources/ChangeRequestLogTemplate.pdf (please note that you will need to zoom in when you open this file in order to view)