

ITIL® Poster Series #58

The Change Evaluation Process

The change evaluation process is carried out so that the service provider can assess how a change is likely to perform and any potential impact – to the business, the IT infrastructure, or other IT services. Change evaluation assesses actual performance of a change against what was predicted and provides a means of assessing impact in a standardised and objective way. It enables any risks and issues to be identified and managed. Here we examine the process, its inputs and outputs and the factors to be considered when performing an evaluation.

The Change Evaluation Process

Change evaluation produces an evaluation report which provides change management with the information required to make an informed decision whether the change should be accepted or rejected, based on its performance and any identified risks. It also sets stakeholder expectations. Change evaluation enables an assessment to be made regarding the balance between the resources used and the benefit delivered represents good value. It highlights risks and areas for improvement when the value delivered does not justify the resources used.

Each organization will decide which changes need formal evaluation and which will be evaluated as part of change management. The process describes an approach suitable for use for changes which are judged to be significant.

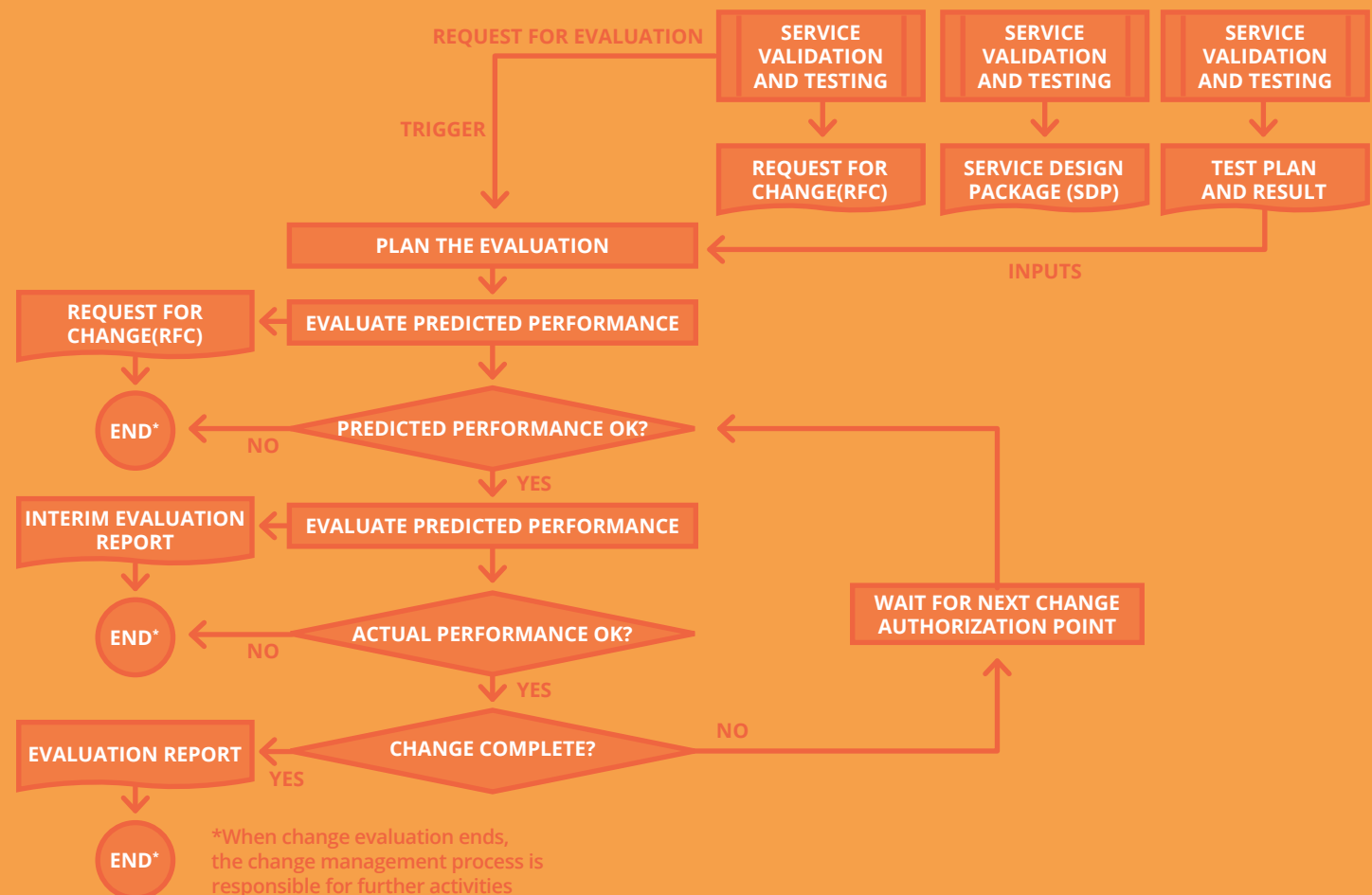
The diagram below shows the process and the key inputs:

- The service design package
- The request for change
- The test plan and results from the service validation process

The output from the process are the interim and final evaluation reports. Where these show that the performance does not meet the requirement, change management is responsible for deciding what to do next. The customer may accept the change despite the failure to meet the requirement, reject it, or require a new change to correct the deviation.

Predicted versus actual performance

The interim report compares the outcome of the predicted performance to the acceptance criteria. It includes a risk assessment, and recommends whether the change should proceed. Post implementation, a report on the actual performance, along with a risk assessment, will be compared to the acceptance criteria and predicted performance results, and a decision will be recommended for the business. If it is acceptable, then the decision for acceptance will be made through change management.



Evaluating the change

Evaluation of a change should ensure that unintended effects as well as intended effects of the change are understood. The factors to be included can be remembered by the acronym STORMPUP, as shown in the table.

FACTOR	EVALUATION OF SERVICE DESIGN
S Service provider capability	Will the service provider be able to perform as required?
T Tolerance	Will the service be able to absorb the change or release.
O Organizational setting	Is the organization ready to accept the proposed change. For example, does the implementation team have the required access?
R Resources	Are appropriately skilled and knowledgeable people, sufficient finances, infrastructure, applications, and other resources necessary to run the service following transition available?
M Modeling and measurement	Do the measurements from the service match what was predicted?
P People	Are the affected people ready for the change?
U Use	Will the service be fit for use, able to deliver the required warranty aspects of security, availability, capacity and continuity?
P Purpose	Will the new or changed service be fit for purpose? Can the required performance be supported? Will the constraints be removed as planned?

