

# Commercial Change Management Process

## (Quick reference guide)

### CHANGE MANAGEMENT

Manages any addition, modification or removal of a service that cannot be completed using the defined Commercial Service Requests.

They are typically more complex pieces of work which involve altering the Customer's infrastructure in some manner. Examples of such Changes might be: The addition of new equipment; IT Design and implementation of a particular solution; Installation of new Wireless Access Points; Implementation of in excess of 10 Service Requests of the same type. The requirements vary per Customer, per location and as such needs to be managed, often requiring someone to design the solution.

### WHAT IS A CHANGE REQUEST?

Before any change can be made to the Heathrow infrastructure to facilitate a Customer requirement a Change Request must be submitted on the Heathrow Change Management system.

This will be done on behalf of the customer as part of the solution implementation but will address considerations such as:

- Nature of change
- Date and time of change
- Technical risk and impact
- Business risk and impact
- Regression plan
- Testing plan

Once a Change Request is logged in the system it is given a unique CRQ reference number.

### HOW TO LOG A CHANGE REQUIREMENT

To log a requirement or seek updates

MEDIUM	CONTACT DETAILS	OPERATIONS HOURS
Email	heathrow@sita.aero	Mon–Fri 0800–1700
Phone	0208 230 3117	

#### Heightened Change Control Periods

During Airport peak operational periods, such as Christmas, Easter and summer holidays there are restrictions placed on IT work that can be carried out or initiated. This protects the operational infrastructure from suffering any disruption as the consequence of a Change. The result is that it may not always be possible to implement solutions in the timescales normally expected by the customer. Additional information will be requested as part of the Change Request template and a decision will be made by Heathrow as to whether the change can take place. The Heightened Change Control periods do not apply to break fixes on production systems as a result of an incident or system alert.

CHANGE	LEAD TIME
Standard	10 Working Days
Urgent/Expedited	Subject to Expedited Change Approval*

\*Expedited Change Approvals will require additional information to be provided in the Change Request including Business Justification. If a Change is required within 10 working days it is classed as an Expedited Change.

#### Important Considerations

The lead time for a Change Request is classed as the time between a Change being logged in the Change Management system and the implementation date and is dependent upon all technical information being available. It does not take into account all activities required for a solution implementation, such as physical installation and design work. An indication of overall delivery time will be provided to the customer upon acceptance of the scope of work.