

Change Control and Support Process for PSG Content Hub

Changes and bugs resolution process

2024/11/11

Version 1.0.1

REVISION HISTORY			
DATE	VERSION	DESCRIPTION	AUTHOR
11 November 2024	1.0.0	Initial change control process document	Tebalo Thatho
19 November 2024	1.0.1	Added support process draft	Tebalo Thatho

1. Change Identification and Categorization:

- **Identify the Change:** Determine the nature of the change, whether it's a new system addition, a configuration change, or a software update.
- **Categorize the Change:** Classify the change as either:
 - **Emergency Change:** Urgent changes required to address critical issues that could significantly impact business operations.
 - **Normal Change:** Routine changes that do not pose immediate risks and can be scheduled for the next available CAB meeting.

2. Emergency Change Process:

- **Immediate Action:**
 - Identify the responsible team and assign a change owner.
 - Conduct a rapid risk assessment to determine the potential impact.
 - Develop a detailed rollback plan to revert the change if necessary.
- **Approval Process:**
 - Obtain approval from the relevant CIOs to proceed with the change.
 - Document the approval process and rationale for the decision.
- **Implement the Change:**
 - Execute the change as quickly as possible, minimizing downtime and disruption.
 - Monitor the system closely to identify any issues.
- **Post-Implementation Review:**
 - Conduct a thorough review of the emergency change to identify lessons learned.
 - Update relevant documentation to reflect the change.

3. Normal Change Process:

- **Change Request Submission:**
 - Complete a detailed change request form, including the following information:
 - Reason for Change
 - Business Motivation/Benefit
 - Impact on Other Systems
 - Business Continuity and Disaster Recovery Processes
 - Monitoring Requirements
 - Business Impact
 - Level of Risk and Risk Reason
 - Process to Follow
 - Rollback Plan
- **Change Assessment and Prioritization:**
 - The Change Advisory Board (CAB) reviews and prioritizes change requests during weekly meetings.
- **Approval Process:**
 - The CAB reviews the change request, assesses the risks, and approves or rejects the change.
- **Change Implementation:**
 - The change is implemented according to the approved plan, with appropriate testing and validation.

- **Post-Implementation Review:**
 - A post-implementation review is conducted to evaluate the success of the change and identify any lessons learned.

4. CMS Support Process

- **Issue Reporting:**
 - All CMS-related issues should be reported to content@psg.co.za.
 - Sending an email to this address will automatically create a Jira ticket in the system.
 - The Jira ticket will be assigned to the Support team.
- **Issue Categories:**
 - Define clear categories for CMS issues to facilitate better organization and prioritization. Examples:
 - Content Errors (typos, formatting issues)
 - Functionality Issues (broken links, missing features)
 - Security Concerns
 - User Access Issues
- **Service Level Agreement (SLA):**
 - Establish an SLA for each issue category, outlining the expected resolution timeframe. This helps manage expectations and ensures timely fixes:
 - Content Errors (SLA: 24 hours)
 - Functionality Issues (SLA: 48 hours - complex issues may require more time)
 - Security Concerns (SLA: Immediate action)
 - User Access Issues (SLA: 4 hours)
- **Communication:**
 - Automated responses within Jira to keep the reporter informed about the status of their ticket. These responses include:
 - Acknowledgement of receiving the issue
 - Updates on progress towards a resolution
 - Notification of resolution and potential follow-up steps (if needed)

Additional Considerations:

- **Documentation:** Maintain accurate and up-to-date documentation for all changes, including change requests, approval records, and post-implementation reviews.
- **Communication:** Effective communication is crucial throughout the change process. Inform relevant stakeholders about planned changes, potential impacts, and any issues that may arise.
- **Continuous Improvement:** Regularly review and refine the change control process to ensure its effectiveness and efficiency.
- **Security and Compliance:** Adhere to security best practices and regulatory requirements throughout the change process.