University of Oregon
Change Management Process
Blackboard Building Block / LTI Connection
Blackboard Building Block Change Management Proposal

Revision History

<table>
<thead>
<tr>
<th>Date</th>
<th>Author</th>
<th>Version</th>
<th>Change Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>4/23/2013</td>
<td>N.Oskui</td>
<td>1.0</td>
<td>Revised UO Blogs CMP</td>
</tr>
<tr>
<td>5/21/2013</td>
<td>N.Oskui</td>
<td>1.1</td>
<td>Adjusted flowchart &amp; review process</td>
</tr>
<tr>
<td>7/17/2014</td>
<td>N.Oskui</td>
<td>1.2</td>
<td>Updated contact info</td>
</tr>
</tbody>
</table>

Reviewers

<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helen Chu</td>
<td>Director, Academic Technology, UO Libraries</td>
</tr>
<tr>
<td>Nina Fox</td>
<td>LMS Administrator &amp; Manager, UO Libraries</td>
</tr>
<tr>
<td>Tim Boshart</td>
<td>Learning Systems Administrator, UO Libraries</td>
</tr>
<tr>
<td>Doug Simpson</td>
<td>Systems (.25 FTE Bb), UO Libraries</td>
</tr>
<tr>
<td>Nargas Oskui</td>
<td>Manager, CMET Consulting (.50 FTE Bb), UO Libraries</td>
</tr>
<tr>
<td>Bb Team</td>
<td>Helen/Tim/Nina/Doug/Nargas</td>
</tr>
<tr>
<td>BAC</td>
<td>Blackboard Advisory Committee</td>
</tr>
</tbody>
</table>
Table of Contents
Introduction .................................................................................................................................................. 4
Considerations/Assumptions ..................................................................................................................... 4
Change Request Workflow ....................................................................................................................... 5
Change Request for UO Bb/LTI Functionality Flowchart ................................................................. 6
UO Bb Change Process ........................................................................................................................... 7
Introduction

ITIL defines the Change Management process as the following endeavor:

The goal of the Change Management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents upon service quality, and consequently improve the day-to-day operations of the organization.

The purpose of this document is to propose or outline a process that can be implemented for the UO Bb review board at the University of Oregon. A process that will allow us to better identify, schedule, communicate, and implement the changes we see and act on as an organization.

Considerations/Assumptions

A primary consideration in implementing a new change management process is to not build a system that will create more red tape and slow business down. Instead, if done correctly, it should help the UO BAC review board better understand the UO Blackboard infrastructure and application we support and allow us to better plan for future growth.

To that point, this is going to be an organization wide effort with a number of considerations and assumptions that will need to be addressed. Following is a list of major items:

- Define what signifies a change to UO Blackboard functionality.
- Define change request categories (Minor, Significant, and Major).
- Define change request impact (Minor, Significant, and Major).
- Define change request priority levels (Normal vs. Urgent).
- Determine which tool will be used to submit change requests.
- Determine how change communications will be handled.

Please note that this list may very well expand as we move through the project.
Change Request Workflow
Following the guidelines laid forth by ITIL, the Change Request process would resemble the following:

1. Request for Change (RFC)
2. Log Change Request
   2.1. Description of academic/business need
   2.2. Outline work to be completed (estimate of work hours / logging time spent on request)
   2.3. Outline back out plan
   2.4. Set priority level
      2.4.1. Normal
      2.4.2. Urgent
   2.5. Determine type of change
      2.5.1. potential FERPA violation
      2.5.2. Change to UO Bb/LTI
   2.6. Determine impact level
      2.6.1. Minor
      2.6.2. Significant
      2.6.3. Major
   2.7. Categorize
      2.7.1. Minor
      2.7.2. Significant
      2.7.3. Major
3. BAC Review
   3.1. Approved
   3.2. Not Approved/Re-Work
4. Schedule and Test
5. Implement Change
   5.1. Review for success
   5.2. Back-out if unsuccessful
6. Close RFC
Change Request for UO Bb/LTI Functionality

Change request for UO Bb could be the following:
- Change to service that will affect all faculty
- Tools implementation

Bb Administrator
- upgrades Bb
- new LTI feature integration

Request for change via webform
Administrator logs change

Potential FERPA violation

Registrar

Yes

Re-work?

No

Successful

Close ticket / blog post / FAQ / other communications

Bb Team review change request / BAC feedback

Not approved

Approved

Schedule and testing specifically with the requester

Implement change

Not successful

Back-out

Successful

Not successful
UO Bb Change Process
Changes to UO Bb requests could be the following:

- Remove Building Block due to lack of support
- Implementation of Building Block / LTI connection
- Any change to the UO Bb that will affect faculty

Please note that this list may very well expand as we move through the project.

Changes* to UO Bb would be discussed during bi-weekly Bb Team meeting. Then if extra feedback is necessary will contact the Blackboard Advisory Committee (BAC) which is comprised of volunteers from the school and units on campus.

The Bb Team will review the change requested, approve or re-work the request, communicate the change, and schedule the change (see workflow diagram). Changes will be implemented by the appropriate support resources that will be identified when the change is scheduled.

The Blackboard Advisory Committee meets once a quarter month to discuss all outstanding and new change requests. BAC has agreed to provide input, advice, and recommendations about both day to day operations and longer term policies.

If a change request is determined to be in violation of FERPA in the application, it will be prioritized and scheduled dependent on resources and vendor availability. The Bb Team is not required to review FERPA reports, but may do so at the group’s discretion if there is a way to rework the Building Block to avoid any violations.

If the Bb Team cannot agree on a change request, the request will be shared with the Blackboard Advisory Committee for resolution.

*Change request definition: Change requests are those items that are related to new or changed business requirements, items that are questions or concerns with design, use or performance of UO Bb. Further analysis of a given change request could result in that item becoming re-classified as an incident/defect if it is determined the definition below applies.