



Change Management in real life

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Topics

- Overview of DIA and their businesses
- Our Change Management process in a nut shell
- Looking back: 22 February 2011
- Change Management with DIA as leading agency for All of Government or as participating agency
- Monthly reporting
- Change and Release Managers Forum
- Questions

Department of Internal Affairs

Information and Knowledge Services

Policy, Regulatory & Ethnic Affairs

Service Delivery and Operations

Shared Services

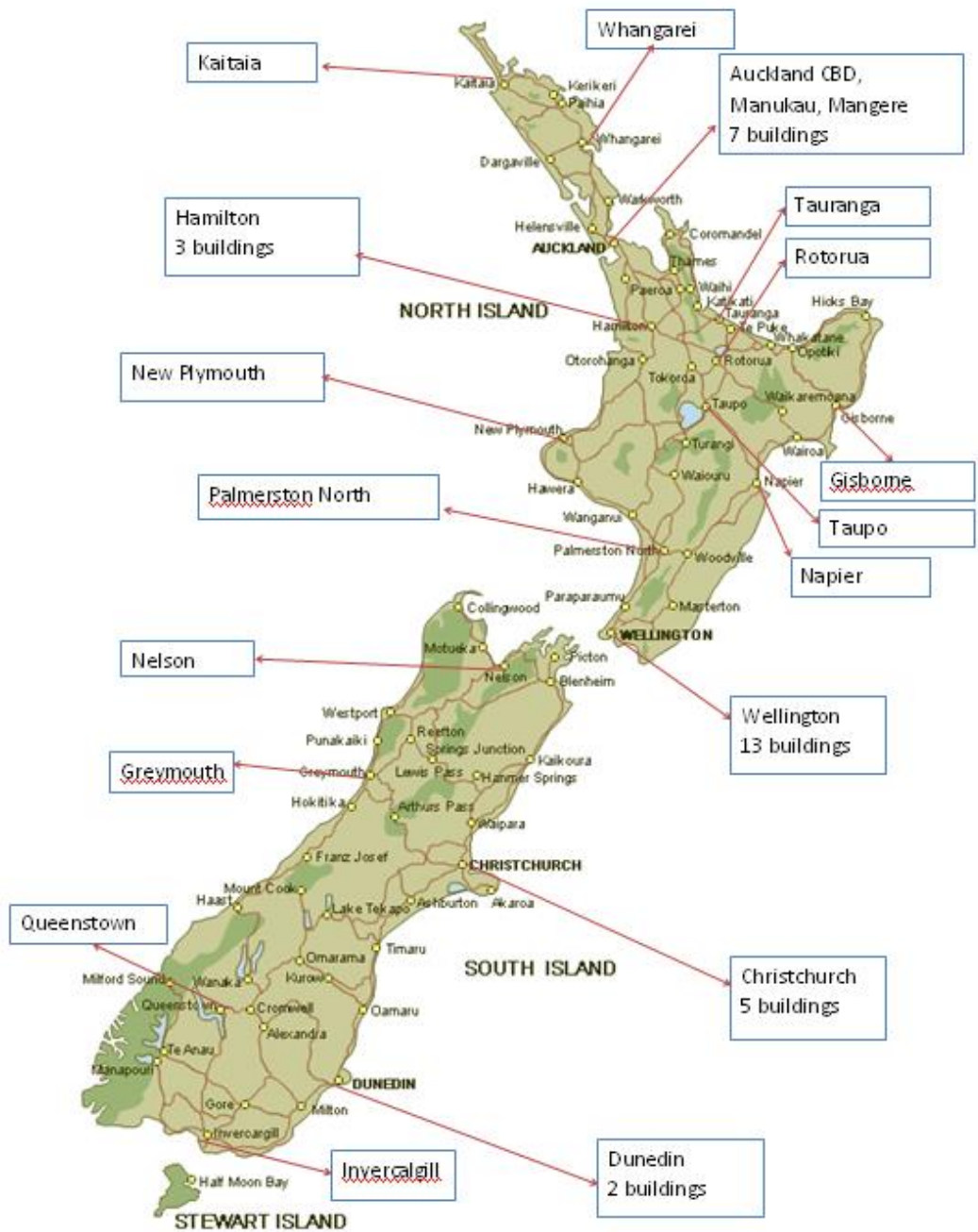
Service and System Transformation

Ministry of Civil Defence and
Emergency Management

Department of Internal Affairs

Complex environment

- 6 business groups over 43 locations in NZ + Sydney + London
- 250+ unique business services
- Core/common services
- Average of 230 changes per month



DIA's Change Management process in a nut shell

- In scope: all environments except development
- 7 step process
- Standard, non-standard and emergency
- Tool: Lotus Notes database

Available resources

- Technical staff: 100
- Project Managers: 30
- Projects: > 60

- 2 Change and Release Coordinators
- 1 Manager Change Management
- 1 Release Manager

Looking back: 22 February 2011 Canterbury Earthquake

- Immediate full change freeze for all environments
- Three CAB meetings per week; later two
- End of March: Gradually allowing changes for all environments for all branches, with the exemption of SD&O and MCDEM
- 170 changes discussed in CAB with recommendation for approval by Major Incident Manager and Manager Operations and 490 changes implemented (March - April)
- Change freeze lifted 27 April; only backlog of changes for SD&O and MCDEM Production

Change Management for All of Government

- DIA as leading agency:
 - non standard change
- DIA as participating agency
 - DIA initiated: standard change
 - Vendor initiated impacting all agencies: event notification
 - Vendor initiated impacting DIA only: non standard change

Change Management with external vendors

- Change Management sub process
- Where there are many changes: remote access to Change tool for external vendor
- Monthly reporting to vendor
- Monthly meetings with vendor

Monthly reporting

KPI's:

- Operations vs Project
- Emergency changes by resource group
- Operational CRs by resource group
- Project CRs by resource group
- Success rate by resource group and overall
- Pre-production vs production by resource group
- Non-compliance to lead times
- Unauthorised implemented changes

Change and Release Managers Forum

- 11 participating agencies
- Meets every second Tuesday of the month (videoconferencing available)
- Open for all Change and Release Managers within Government
- Sharing knowledge and experience in meetings and using Shared Workspace
- We don't like to re-invent the wheel!



Change and Release Managers Forum

If you want to join, please contact me:

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Any questions?