Change Management Process

**Priority**
- Change Identified
- Emergency or Non-Emergency
  - Yes: Notify affected parties
  - No: Submit Change Request

**IT Development**
- Via DevOps, promote to testing environment
- Generate Testing Scripts or Test Plan for user testing
- Notify testers to begin test plan

**User Testing Group**
- Identified users begin test plan
- Have all of the testing elements been tested and passed?
  - Yes: User Acceptance Sign off
  - No: Identify/fix elements that have not passed testing

**Change Request submission**
- Test plan results and user acceptance sign off documentation
- Submit Change Request Form for approval
- Is Change Request approved?
  - Yes: Is change implemented correctly?
  - No: Back out code or fix in-place?

**Production Change**
- Via DevOps, implement change into Production
- User verifies change is correct in Production Application
- Is change implemented correctly?
  - Yes: Fix in place
  - No: Notify users of failed change

**Close Change Request**
- Close OS/Ticket and notify users of successful change
- Fix in place
- User verifies change is correct in Production Application
- Is change implemented correctly?