



## Executive Summary

**Purpose:** The purpose of this Public Forum was to provide an opportunity for VA and external experts and stakeholders to learn about the ITSM Change Management Design Pattern Secure Messaging, and provide feedback prior to the Design Pattern's finalization, publication and implementation.

**Background:** The Technology Strategies Design Patterns Team has been soliciting input for the development of the ITSM Change Management Design Pattern. This involved collaboration efforts with a variety of stakeholders, including internal VA subject matter experts (SMEs), external government SMEs, industry vendors, and members of academia. This Public Forum represented the final stage of stakeholder engagement in the Design Pattern development process.

**Overview:** The TS Design Pattern Team presented the final draft of their updated Design Pattern. An introduction of the department was provided by Stephany Perez-Cohen followed by an overview presented by Jacqueline Meadows-Stoked of the Office of Technology Strategies. Adrian Gordon of the Design Patterns Team then presented the draft increment of the Design Pattern and covered the details of its content and development. Stakeholders from various OI&T offices and organizations, both internal and external to VA, shared their questions, comments, and insights related to the content covered in the presentation. The presentation and Q&A session lasted roughly 1 hour.

### Key Discussion Points:

Key items discussed during the Q&A portion of the public forum are paraphrased and summarized below.

- **The Way Forward – Page 11, 4.1 Figure 2**
  - All Cis must be monitored by an endpoint manager and scanning tool to maintain a gold standard. This information can vary based on different standards.
  - The document is based on VA standards. There are several baselines and systems established.
  - Do we need to look into Identify attributes of a CI?
    - Define policy groups or policy organizations and then map Cis into those groups or organization.
    - The service where you define the service is where you define those commitments, there should be a notification system to tell you when you have moved away from the baseline.
  
- **Initiate Change – Page 12, 4.2**

- There are more categories that should be considered. Consider **expedited change**, which is not emergency change but does facilitate a type of change that needs to happen quickly. Also consider **latent change** which means that something has changed and was not documented, but should be recorded as it is known.
  - Ex: This was changed by this person on this date but was not recorded or a change request was not submitted.
- Expedited change could fall under a Sev 2 or Sev 3 Category.
- **Release Management – Page 21, 4.5 Fix/Develop**
  - Change and release are complimentary to one another, so there should be more information on “Release Management”. There should be more of a reference to state that you will either be talking more about “Release Management” at a further time or actually go into detail about it within the document.
  - The VA does not currently have a formalized release process but would like to come up with a formalized plan for this.
  - There will be a further increment for Release management. The future Design Pattern will coordinate with change management.
- **Best Practices, Ideas, or Thoughts**
  - Q: Not able to get the organization to agree to a categorization and convention. Would like to see if anyone has best practices, ideas or thoughts.
  - A: You experience what is when you try to achieve a consensus but you never really get there. Every vendor you do business has their own idea and their own best practices. You can either adopt these practices and modify and change to fit.
  - Organizations start off without a CMDB and start with Change Management. Once we go to a single tool, categorization needs to be there. You want to be able to extract information to know who's doing what.
  - Categorization becomes important for reasons of reporting, approvals, and assignments. There are workshops created to understand what your issues are and to look at foundation mapping to drive how you move forward. That is a good way to drive the standards within your organization and use results to define the process of moving forward.
  - Q: Would NoSQL databases remove some of these issues?
  - A: It's a possibility but not sure at this time. From a process flow, you could use it for impact analysis.

#### **Next Steps:**

The TS Design Pattern Team will finalize the Design Pattern document to address feedback from this Public Forum, and begin formal approval staffing. Updates will include additional inputs regarding architectural guidance and references to implementation guidance. The document will be edited to ensure Section 508 compliance, and the final approved version will be posted onto the ASD TS public-facing website: [http://www.techstrategies.oit.va.gov/docs\\_design\\_patterns.asp](http://www.techstrategies.oit.va.gov/docs_design_patterns.asp)

**Appendices:**

- A. Attendee List
- B. Presentation Slide Deck

**Appendix A: Attendee List**

<b>Attendee</b>	<b>Organization</b>
<b>Mitzi Arth</b>	ESE LRM
<b>Joe Brooks</b>	VA TS
<b>Vadim Bransburg</b>	OI&T EIE
<b>Matt Canavan</b>	OI&T EIE
<b>Michael Dance</b>	BAH
<b>Angela Dockery</b>	Constellation West
<b>Tony Funkhauser</b>	ServiceNow
<b>Adrian Gordon</b>	BAH
<b>Semir Hasedzic</b>	BAH
<b>Brian James</b>	BAH
<b>Jason Jenkins</b>	ServiceNow
<b>Niles Kirchoffer</b>	Network and Security Operation Center
<b>Scott Kochaney</b>	BMC
<b>Michael Leroy</b>	OI&T EIE
<b>George Ludgate</b>	CACI
<b>Jackie Matassa</b>	BAH
<b>Jacqueline Meadows-Stokes</b>	VA TS
<b>Russell McFall</b>	VA
<b>Shari Monadizadeh</b>	BAH
<b>Harpeet Narang</b>	BAH
<b>Stephany Perez Cohen</b>	BAH
<b>Carol Piccus</b>	CA
<b>Ritesh Saxena</b>	IBM
<b>Michael Shinozaki</b>	Microsoft
<b>Curtis Trimble</b>	VA ASD
<b>Kevin Weinstein</b>	BAH

**Appendix B: Presentation Slide Deck**



ITSM Change  
Management Public