



Change management

TfL Online's Change management process is used to control changes made to TfL's digital sites and services (www.tfl.gov.uk). Changes can impact normal operation of these, so the expected impact of any change needs to be assessed before it is made.

Audience

- Suppliers
- Stakeholders
- Developers
- Project and relationship managers
- Testing team

Background

TfL sites and services are kept running by internal and external support teams. These teams use a set of pre-defined processes based on Information Technology Infrastructure Library (ITIL) service management.

ITIL is the most widely adopted guidance for IT service management worldwide. It was created by experts who incorporated the learning experiences and practices of leading organisations, 'best-in-class' practitioners and IT service providers from around the world.

Outline

1. The ITIL definition of change management is:

The process responsible for controlling the lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made, with minimum disruption to IT services.

2. The objective of change management is to 'ensure that changes are recorded and then evaluated, authorised, prioritised, planned, tested, implemented, documented and reviewed in a controlled manner'

3. The steps involved in change management are:

- **Complete a Request for Change form**

When a change to a TfL site or service is required, a Request for Change form (RFC) is completed to document the scope and reasons for the change

- **Record the RFC**

The RFC is logged in the TfL Online business management systems

- **Change Approvals Board review**

All changes are submitted to a formal review meeting: the Change Approvals Board (CAB). The TfL Online CAB meets on a weekly basis to review potential changes

- **Assess and review change**

Each change is assessed to try and understand the likely impact it would have. Assessment includes input from technical staff on likely impact

- **Technical Design Authority review**

If a change could have a major technical impact, it is submitted to additional formal scrutiny by TfL Online's Technical Design Authority (TDA)

- **Communicate authorisation or rejection**

Following review and assessment of changes, whoever raised the change is informed of whether or not the change will be implemented. Any reasons for rejection are also communicated

- **Plan updates**

All changes to the TfL website are planned

- **Communicate plan**

A change schedule is produced to document the change plans. The change schedule is available to all teams and suppliers responsible for supporting TfL's digital services

- **Coordinate change implementation**

Agreed changes are applied

- **Roll back**

In the event a change impacts operation of TfL's digital services, it is reversed so normal operation can be restored

- **Review failure**

If a change fails, the reason for the failure is reviewed to try and understand what has gone wrong

- **Communicate successful or unsuccessful completion**
Whoever raised the change is informed whether or not a change has been successfully completed
- **Close change record**
Once a change is completed, the change log is updated

Why we do this

Having a change process enables us to control how and when any changes to our digital sites and services occur. For example, it is unlikely that a change would be made to the TfL website during peak usage periods. Having a controlled approach to change allows us to provide higher levels of service, consistency and performance to our users.

Further reading

More information on ITIL can be found on the [ITIL website](#).

ITIL consists of five core publications:

- Service strategy
- Service design
- Service transition
- Service operation
- Continual service improvement

These are available through the ITIL website.

Type: Guidelines
Owner: TfL Online Compliance
Department: TfL Online

Version History

Version	Date	Summary of changes
1.0	12/11/2013	First issue

Review History

Name	Title	Date	Comments
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