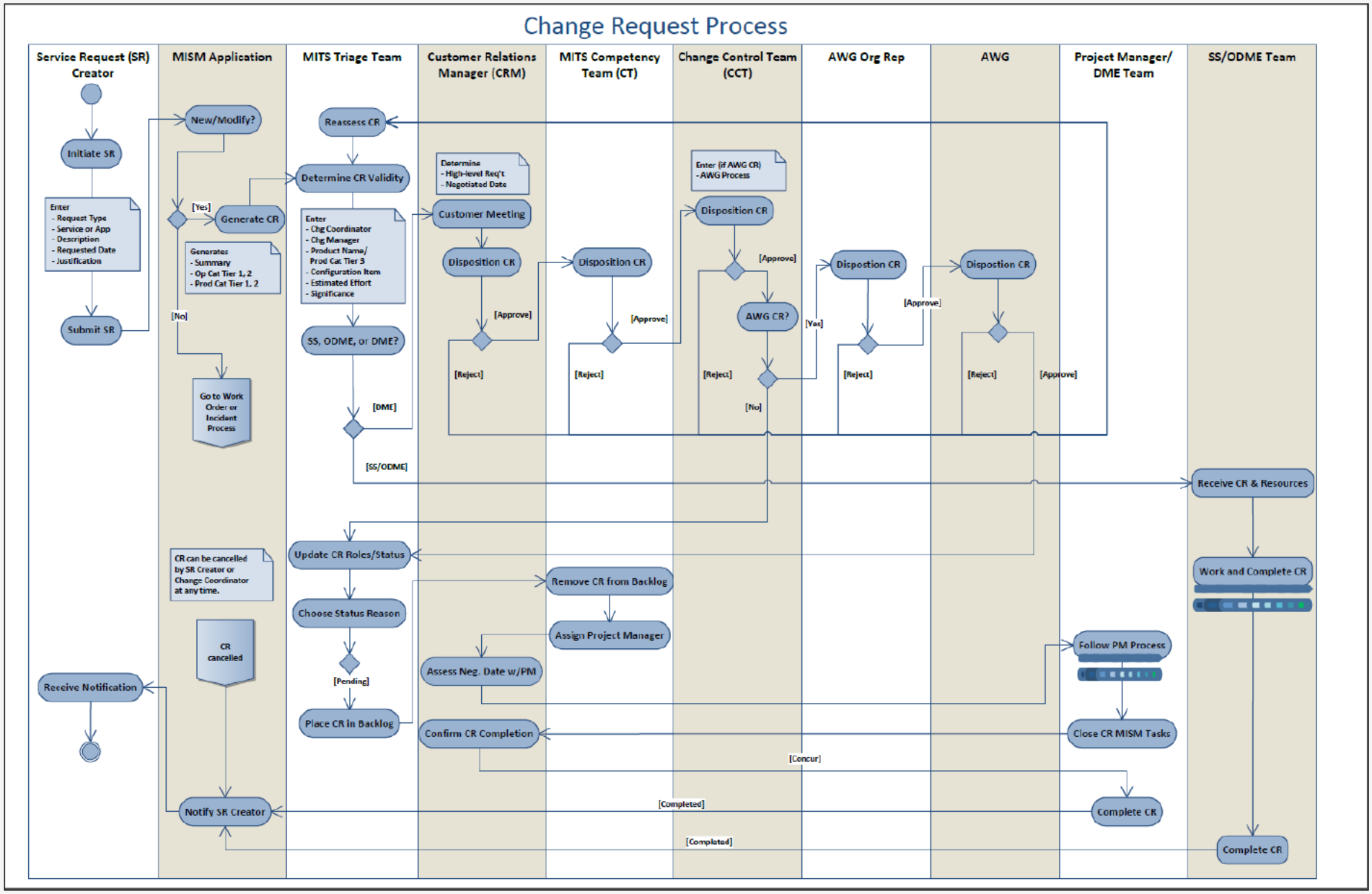
Change Request Process
Service Request (SR) Creator
MISM Application
MITS Triage Team
Customer Relations Manager (CRM)
MITS Competency Team (CT)
Change Control Team (CCT)
AWG Org Rep
AWG
Project Manager/ DME Team
SS/ODME Team
Initiate SR
Enter
- Request Type
- Service or App
- Description
- Requested Date
- Justification
Submit SR
New/Modify?
[Yes]
Generate CR
Generates
- Summary
- Op Cat Tier 1, 2
- Prod Cat Tier 1, 2
[No]
Go to Work Order or Incident Process
CR can be cancelled by SR Creator or Change Coordinator at any time.
CR cancelled
Receive Notification
Notify SR Creator
Reassess CR
Determine CR Validity
Enter
- Chg Coordinator
- Chg Manager
- Product Name/ Prod Cat Tier 3
- Configuration Item
- Estimated Effort
- Significance
SS, ODME, or DME?
[DME]
[SS/ODME]
Update CR Roles/Status
Choose Status Reason
[Pending]
Place CR in Backlog
Determine
- High-level Req't
- Negotiated Date
Customer Meeting
Disposition CR
[Approve]
[Reject]
Assess Neg. Date w/PM
Confirm CR Completion
Disposition CR
[Approve]
[Reject]
Remove CR from Backlog
Assign Project Manager
Enter (if AWG CR)
- AWG Process
Disposition CR
[Approve]
AWG CR?
[Yes]
[No]
[Reject]
Dispostion CR
[Approve]
[Reject]
Dispostion CR
[Approve]
[Reject]
Receive CR & Resources
Work and Complete CR
Complete CR
Follow PM Process
Close CR MISM Tasks
[Concur]
Complete CR
[Completed]
[Completed]