How to Document the Post Implementation Review

From the official Change Management Procedure: “A post-implementation review is conducted to ensure the change has achieved the desired goals. All moderate, high and major risk changes must be reviewed by the appropriate Change Coordinator and Change Manager. In addition to making a success or failure decision on the change implementation, the review should also consider how the change was deployed, and whether it was implemented by the established date and within the approved budget. Post-implementation actions include deciding to accept, modify or back-out the change; contacting the end user to validate success; and finalizing the change documentation in ITSM Change Management.”

1. Upon implementation of the change, the change coordinator must add a Work Detail entry using the Work Info Type = Post Implementation Review to document verification of a successful change. The documentation should confirm the change achieved the desired results and the changed item was checked for proper operation.