

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.

The screenshot displays the BMC Remedy IT Service Management interface. The main window shows the 'Change Console' for change ID CRQ00000002209. The interface is divided into several sections:

- Left Sidebar:** Contains navigation options such as 'Quick Action', 'SLM Status', and 'Functions'.
- Central Form:** Displays change details including 'Change ID*', 'Coordinator Group*', 'Change Coordinator+', 'Change Location', 'Service+', 'Class*', 'Status*', 'Manager Group+', and 'Vendor Ticket Number'.
- Right Sidebar:** Shows 'Work Detail' information, including a table of entries and a dropdown menu for 'Work Info Type'. The 'Work Info Type' dropdown is open, and 'Post Implementation Review' is highlighted.

Type	Notes	Files	Submit Date	Submitter
General Information	Status Transition: Draft > Request For		9/23/2013 10:14:26 AM	wd3r
Test Results - Details	Testing successful - see email from Inf	1	9/23/2013 10:13:55 AM	wd3r
Business Justification	Need to remove check digit for output	1	9/23/2013 10:13:07 AM	wd3r