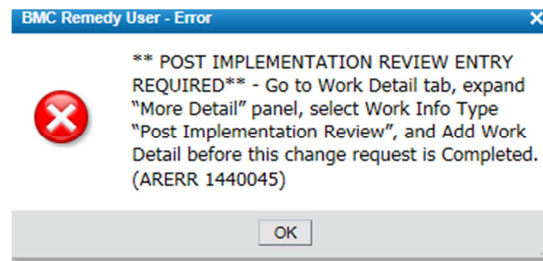


## Post Implementation Review Required for all Normal and Emergency Change Requests

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.”

A change request with the class of Normal or Emergency will be required to contain a Post Implementation Work Detail entry before the change request can be successfully set to Completed status. Once the Post Implementation entry is made, the change coordinator can update the status to Completed and will be Closed by the system within 2 days.

1. This popup will inform the change coordinator if a post implementation review work detail item is not present prior to changing the status to Completed:



2. He is where to find the post implementation work info type: