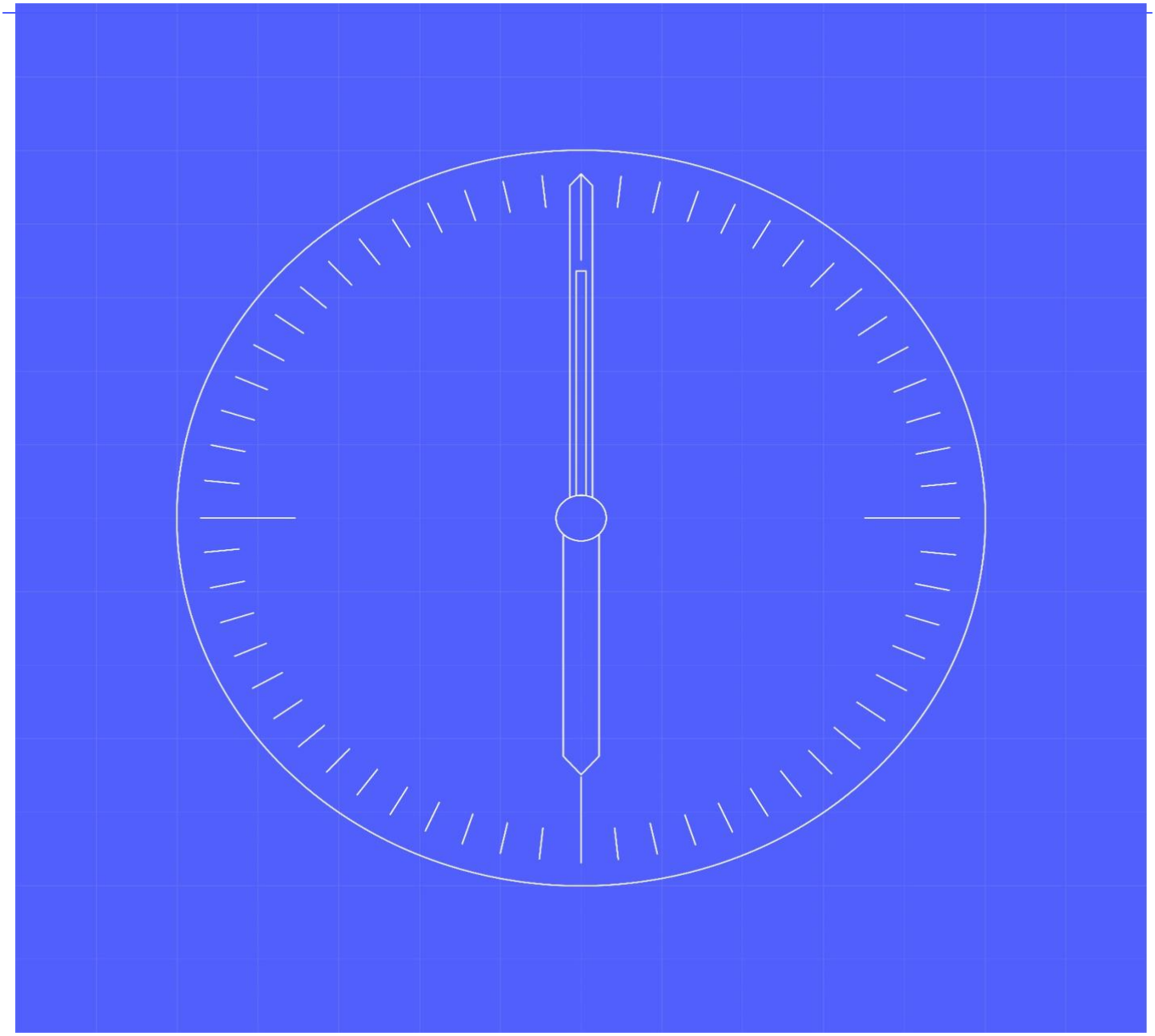
MHHS PROGRAMME
Industry-led, Elexon facilitated

MHHS Design Change Management Procedure



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1.1 Change Record

Date	Author	Version	Change Detail
28 October 2022	Paul Pettitt	0.1	Initial Draft
03 November 2022	Rob Topley	0.2	Revised
04 November 2022	Paul Pettitt	0.3	Update following internal review
07 November 2022	Paul Pettitt	0.4	Issued for SRO Review
25 November 2022	Paul Pettitt	0.5	Updated following SRO review
2 December 2022	Paul Pettitt	0.6	Further update following SRO review
7 December 2022	Paul Pettitt	0.7	For DAG Approval
15 December 2022	Paul Pettitt	0.8	For approval following updates following DAG comments
16 January 2023	Ross Catley	1.0	Post DAG approval including final comments from DAG and updates to some defined terms

1.2 Reviewers

Reviewer	Role
Ian Smith	MHHS Design Lead
Adrian Ackroyd	MHHS Test Lead
Warren Fulton	MHHS Delivery
Marc Towers	MHHS LDP Quality Assurance
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Rob Topley	MHHS LDP Business Architect
Ross Catley	MHHS LDP Architect
Colin Bezant	Independent Programme Assurance

1.3 Approver

Approver	Role
Ian Smith	SRO MHHS Design Lead
Design Advisory Group	

1.4 References

Document No	Title	Version	Date
MHHS-DEL714	SI Design Management Approach	1.0	26 Oct 2022
MHHS-DEL171	Change Control Approach	1.0	05-May-2022
MHHSP-DES189	Design Artefact Matrix	1.1	01-Nov-2022
MHHS-DEL763	Design Release Management Approach	0.4	
MHHS-DEL764	Design Configuration Management Plan	0.3	

1.5 Glossary

Term	Description
Programme Change	The addition, modification, or removal of anything that could influence the MHHS Programme, primarily in terms of time and cost.
Programme Change Request	A request either from a programme participant or internally within the programme team for a Programme Change. The Programme Change will be reviewed by the Change Board and reviewed by the Programme Support Group (PSG) to make a decision whether to implement it based on costs and

	benefits/outcome. If the Programme Change Request impacts the baseline design then a Design Change Request will be raised.
Design Issue	A problem or potential problem with the approved design which means that the MHHS service may not perform in the way expected or cause problems for programme participants.
Design Issue Notification	The notification of a Design Issue to the MHHS programme via the Design Issue Notification process, reported via the MHHS design mailbox. A Design Issue Notification contains all the details required of the Design Issue to investigate and identify a solution (if required) for the Design Issue.
Design Change	An identified addition, modification, or removal of anything to or from the MHHS Programme design baseline, approved by the Design Authority after investigation of a Design Issue. A Minor Change can be implemented in the next release window, a Major Design will require a Programme Change to be approved before it can be considered for release.
Technical Impact Assessment	The review of a Design Issue Notification to identify potential solutions, to categorise it as a Minor or Major Change and to provide approximate costs and timescales that the Design Change will require as well as if necessary the impact to the programme should the Design Change not be implemented.
Design Release/Design Release Process	The release of a number of Design Changes into the baseline design, following the MHHS release process.
Design Advisory Group (DAG)	The Design Advisory Group is responsible for assessing the impact of requested changes and estimating the impact on the design and TOM. They will advise the Change Manager on whether changes should be approved and will assist in scheduling changes. The DAG's ToR are here link.
Design Resolution Group (DRG)	An ad-hoc group, requested by Design Authority to review more complex Design Issues. There can be more than one running at a time, and membership is open to any programme participant. They will review the issue, look at solution options, and recommend a preferred option back to the Design Authority.
Design Authority (DA)	The DA role is to manage the MHHS Design Baseline by reviewing potential changes and developing prospective changes to the baselined Design Artefacts raised by Programme Participants following commencement of M5 baseline approval. The DA will provide system design advice on potential changes and will ensure Programme Participants are represented and relevant experts engaged in the assessment of design issues and in the development of prospective solutions.
Change Record	A record containing the details of a change. Each Change Record documents the lifecycle of a single Programme Change. A Change Record is created for every Programme Change Request that is received, even those that are subsequently rejected. Change Records should reference the configuration items that are affected by the change. Change Records may be stored in the configuration management system, or elsewhere in the service knowledge management system.
Change Schedule	A document that lists all approved Design Changes and their planned implementation dates.
Change Window	A regular, agreed time when Design Changes or Design Releases may be implemented with minimal impact on services.
Expedited Change	A Design Change that must be introduced as soon as possible – for example, to resolve a major incident that prevents MHHS processes operating.
Post-Implementation Review (**PIR**)	Post-Implementation Review is the assessment of deployed Design Changes after deployment and after a predefined period. It determines if the Design Change or project was successful and identifies opportunities for improvement.
Minor Change	A Design Change that needs only a clarification back to the change party on how the design operates or fixes an administrative error such as a typo within the Design Artefacts. These changes must be agreed unanimously, or they will be treated as a Major Change.

Major Change	Any change which is not a Minor Change, which will be referred to the DAG for decision

2 Purpose

This document builds on the high-level SI Design Management approach as detailed in MHHS-DEL714 in defining the process of assessment, analysis, and implementation of Design Changes to the baselined MHHS Design Artefacts.

This process supports the Programme Change Control Approach MHHS-DEL171 in addressing Design Changes to baselined MHHS Design Artefacts.

The processes follow Information Technology Infrastructure Library (ITIL) methodologies and describes processes, procedures, tasks, and checklists used for managing the authorised and planned activities relating to any baselined items of MHHS Design Artefacts.

3 Objectives

The objective of this procedure is to:

a) Respond to the Participants changing business requirements while maximizing value and reducing incidents, disruption, and re-work.

b) Respond to the business and requests for change that will align the services with the business needs

c) Ensure that changes are recorded and evaluated, and that authorised changes are prioritised, planned, tested, implemented, documented, and reviewed in a controlled manner

d) Ensure that failed changes are analysed to reduce the reoccurrence of such instances. Check points are enforced to understand the progress of change and to understand the failures.

e) Ensure that all changes to configuration items are recorded in design repository.

f) Minimise overall business risk.

4 Scope

Scope of Design Change Management Procedure can be defined as Design Issues and Changes that affect those MHHS Design Artefacts as defined in the Programme Artefact Matrix (MHHSP-DES189-Design Artefact Matrix) including:

a) MHHS Design Artefacts

b) Business Processes Diagrams

c) Documentation, e.g., method statements, process descriptions

d) Configuration Items e.g., the Industry Standing Data

e) Supporting design documentation

Excluded from scope is:

a) Changes to industry artefacts outside of the MHHS Programme, e.g., SAA Service description, BSCPs,

b) Consequential Changes that fall outside of the MHHS Programme governance

c) Commercial / Service Provider contract amendment

5 Design Issue Process flow

Change is expected to originate from several sources, see Figure 1 below. The Design Change Triage Group (DCTG) will act as a front door for all Design Issues, performing triage to ascertain the next best step. The DCTG will maintain several tools to provide the programme and participants with full transparency on all change matters.

The MHHS Design Authority (DA) will be the engine room of Design Change decisions, taking account of all impacted parties and recording options and potential technical debt. The DA will, if required, establish working groups (Design Resolution Groups) to support the production of recommendations on proposed Design Changes to the programme.

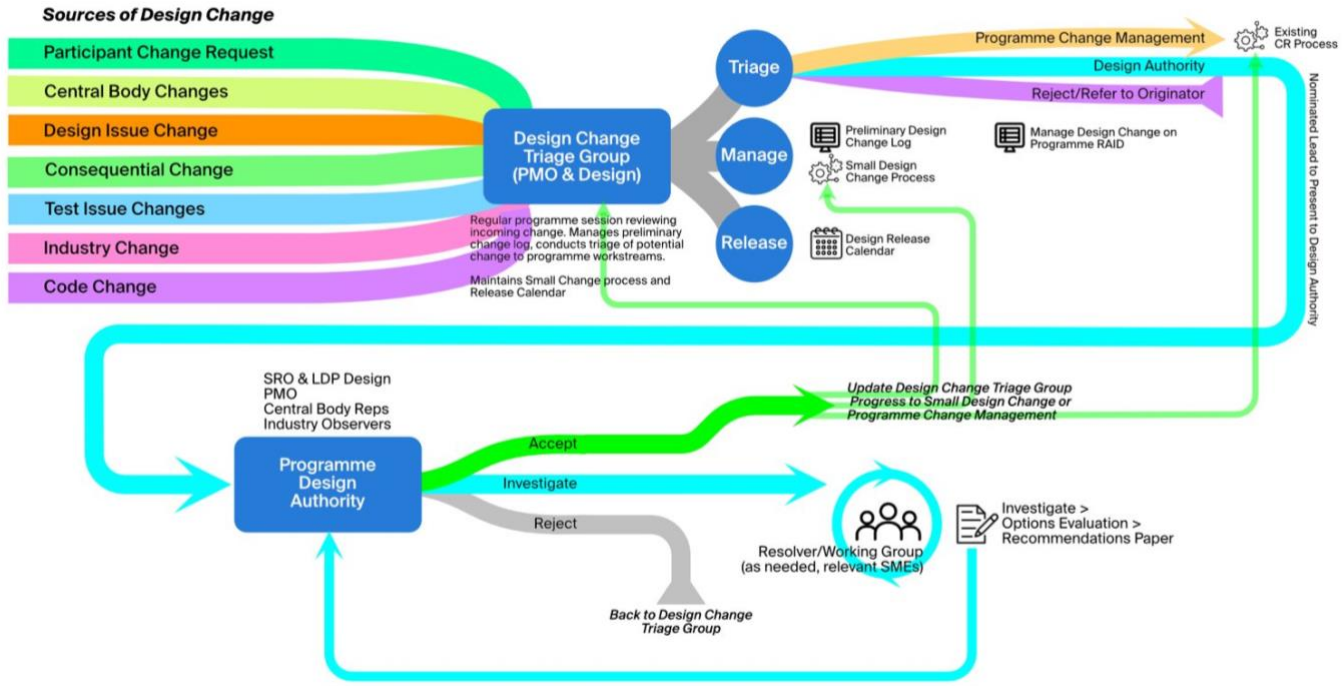
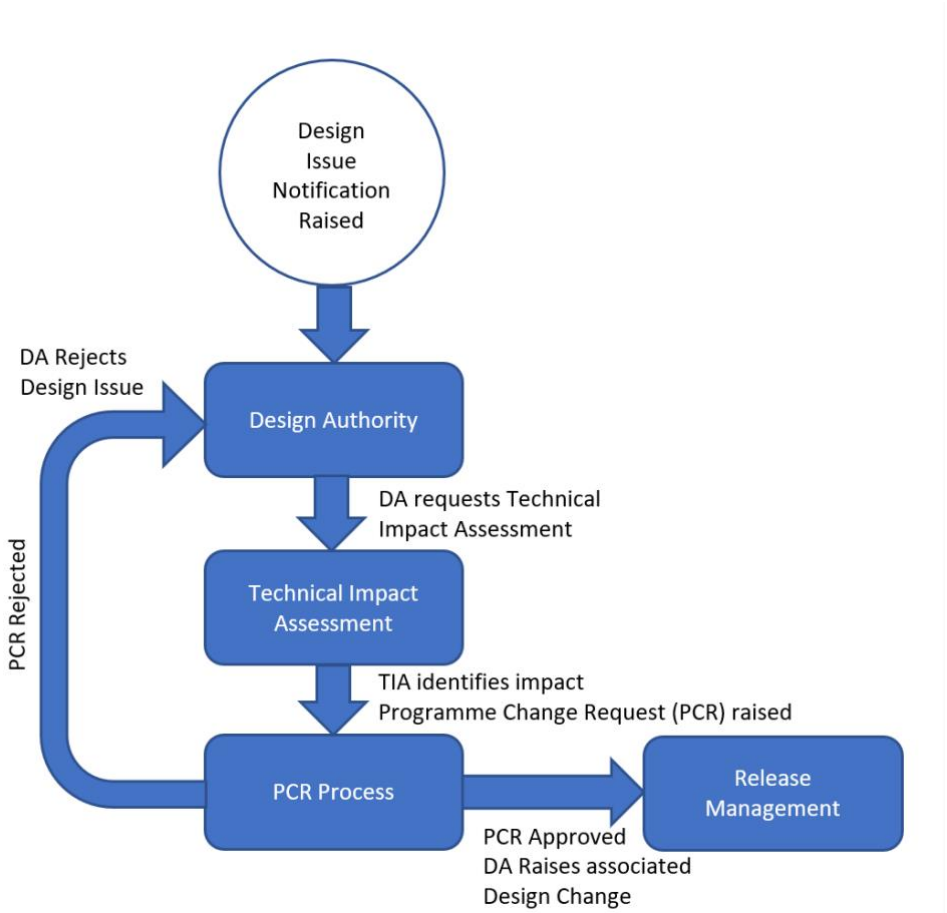


Figure 1 - Design Change Overview

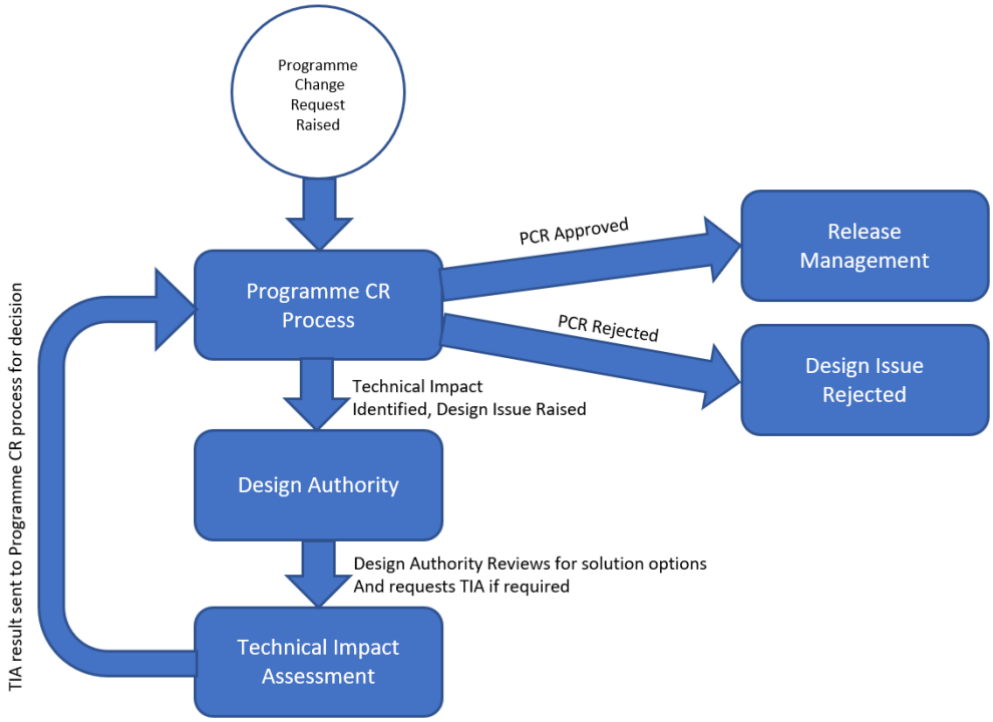
5.1 Design and Programme Change Process Relationship

There are two scenarios where a Design Issue Notification can be made. The first is if a Design Issue Notification is raised by a Programme Participant, and the subsequent Technical Impact Assessment identifies impacts to time and cost. In this case the DA will recommend to DAG to raise a Programme Change Request to follow the Programme Change Request process. The TIA will be part of the submission of the Programme Change Request, so effort is not duplicated, and the Programme Change Board and PSG will either approve or reject the request.

If the PCR is approved, then the Design Change will be passed into the programme release process, if the PCR is rejected, then the Design Change will also be automatically rejected.



The second scenario is if a Programme Change Request is raised by a programme participant that involves a Design Issue. In this case the DA will perform the Technical Impact Assessment and look at solution options before presenting to DAG their findings. This Technical Impact Assessment will then be returned to the Programme Change process.



The following process flow diagram and subsequent sections explains in detail the responsibilities and tasks for the Design Issue process:

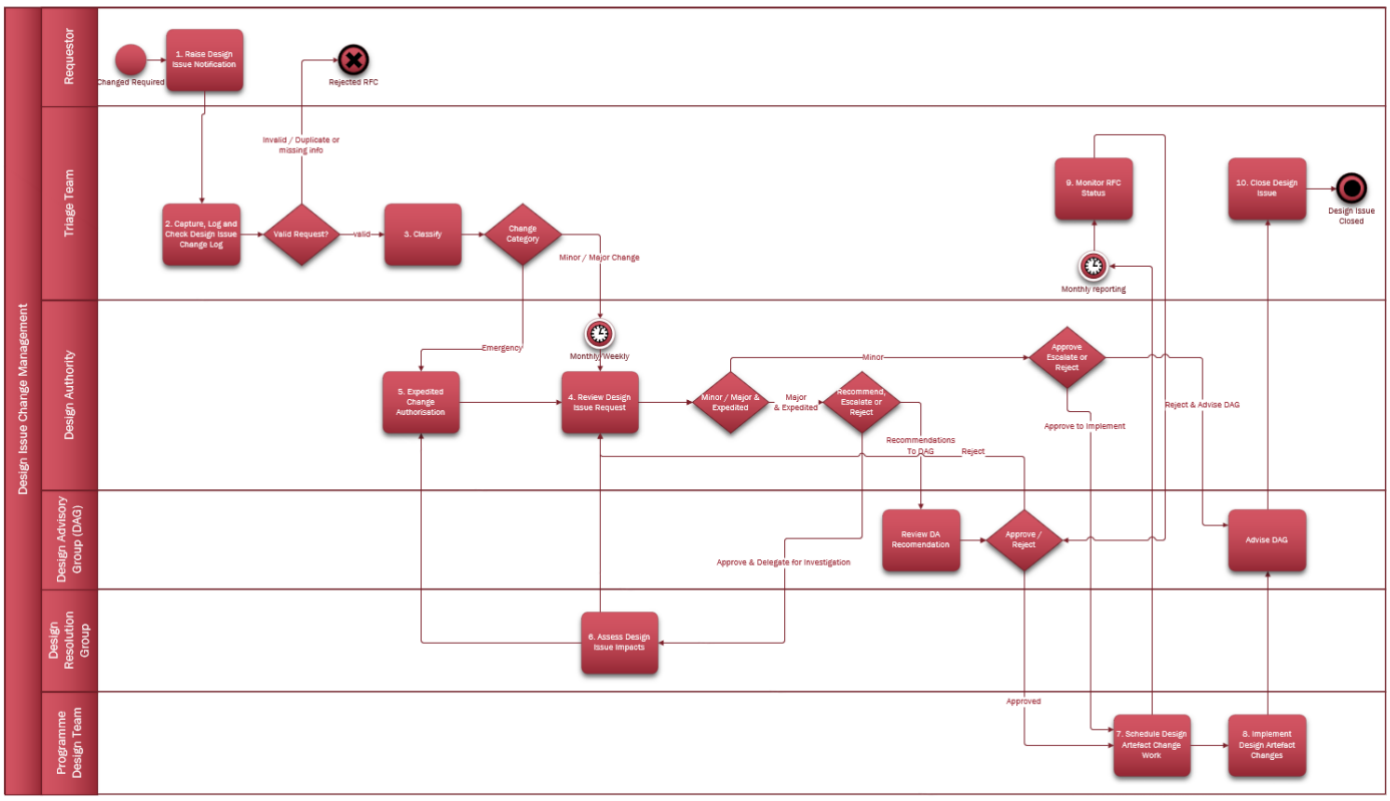


Figure 2 - SI Design Change Process Model

5.2 Raise Design Issue Notification

This process starts with a Design Issue Notification that will be logged as a Design Issue, these notifications can come from multiple sources both internal and external as illustrated in Figure 1.

The proposer (or person raising on behalf of the proposer) must complete the Design Issue Notification form (see Section 8) and send it to the SI Design team via the MHHS design mailbox.

5.3 Capture and Log Design Issues

When a Design Issue Notification is completed and submitted it will be recorded as a Design Issue and given a unique Design Issue reference, including a date/time stamp and an initial status of “New”. All Design Issues will be logged, tracked, monitored, and updated throughout their lifecycle (see Section 7 for an example log).

Participants will be kept informed of Design Issues via the channels of the Collaboration Base and weekly Clock publication.

The objective of this step is to filter out Design Issue Notifications which do not contain all information required for assessment or are duplicate.

The DCTG will identify all new Design Issues and perform the following checks:

1) Check Design Issue Notification form for completeness.
2) Check the Design Issue is not a duplicate or similar to an existing Design Issue already raised.

If the Design Issue Notification is not complete or a duplicate, then

1) Capture reviewed Design Issue by name and date
2) Liaise with the Proposer to update prior to rejection
3) Change the status to rejected and reason for rejection
4) Inform the proposer of Design Issue Notification of any rework needed prior to resubmission or rejection
5) If the Design Issue Notification is a duplicate of an existing one, then
   a) update the Design Issue Notification to reference the duplicate.

5.4 Categorisation of Design Issue

The objective of this step is to initially assess a Design Issue and classify the required level of authorisation its assessment.

If the new Design Issue is valid then the DCTG will:.

Perform an initial assessment: The DCTG will consider the 7R's of Change Management on the Issue

1. Who Raised the Design Issue

2. What is the Reason for the Design Issue?

3. What is the Return / outcome required from the Design Issue?

4. What are the Risks involved in the Design Issue in either to proceed or not to proceed?

5. What Resources are required to assess deliver the Design Change associated with the Issue?

6. Who is Responsible for the assessment, test, and implementation of the Design Change?

7. What is the Relationship between this Design Issue and Associated Change and others?

The DCTG can contact the requestor for clarification or more information.

Based on the assessment the Design Issue is updated:

1) Classify the Design Issue as either a Major or Minor Change (see appendix for change classification table).
2) If the Issue is urgent, classify the Change as Expedited
3) Add any addition information about the Design Issue Assessment
4) Reviewed by and review date is completed
5) Status is updated to Open

In some cases where the Design Issue is deemed not required e.g., where it is duplicated or previously rejected then the Design Issue is updated:

1) Add explanatory rationale information about the Design Issue assessment outcome
2) Reviewed by and review date is completed
3) Status is updated to Closed

Major Changes are reviewed by the Design Authority and authorised by the Design Advisory Group, Minor Changes are reviewed and authorised by the Design Authority see section 5.5.

Expedited Changes see Section 5.6.

5.5 Review Design Issues

The MHHS Design Authority (DA) will meet on a regular basis (nominally monthly) to assess all Open Design Issues and determine the actions to take including an assessment of whether they are Major or Minor Design Changes. The DA may set up a Design Resolution Group(s) to undertake a Technical Impact Assessment if the DA determines the Design Issue warrants more in-depth analysis/work to process it.

The DA will also review and assess any Design Issues which have been assigned to a Design Resolution Group and are now ready for review and determine whether a Design Change is required and whether that change is Major or Minor.

For each Design Issue, the DA will:

1) understand its effect and identify predicted impacts / performance impacts on programme participants. This can be determined from the definition of the Design Issue Notification, acceptance criteria, discussing with relevant programme participants.
2) assess risks and conduct analysis with respect to impact on the baseline design or TOM of the proposed Design Change to find if it is a viable option.

The analysis will include different factors:

- Cost-benefit (Cost effectiveness)
- Resource availability
- Identified Risks
- Impact on the baseline design, the TOM and associated MHHS Design Artefacts
- Regulatory or Code requirements (if any)

For Minor Design Changes sufficient information should already be present within the Design Issue Notification to review, this will be discussed and subject to unanimous agreement by DA taken forward for the design to be updated and communicated to DAG and industry.

For some Major Design Changes, this may involve the bringing together of SMEs in a Design Resolution Group to recommend the best approach, impacts on other changes and implementation dates (see section 5.7 Assess Change Impacts).

Based on the DA review Outcome:

If Design Issue is accepted, then

1) Raise as a Design Change
2) Log DA Review date

If Design Issue requires further investigation, then

1) Update the Design Issue status to Investigation
2) Identify the Design Workgroup assigned (or SME)
3) Log DA review date

If Design Issue is rejected, then

1) Update the Design Issue status to Rejected
2) Record the reason for rejection
3) Log DA Review date

If a Design Issue (or set of Design Issues) is deemed to be a Major Design Change, then

1) Recommend to DAG a Programme Change Request is raised for the programme to consider the wider cost and time implications of the change.
2) Log a Design Change and set status to Major – *Awaiting PCR*
3) Record the Design Issue raised against the Design Change
4) Log DA review date

Whether via direct DA analysis or a Design Resolution Group present the outcomes along with recommendations / escalations to the Design Advisory Group for review approval and subsequent implementation.

Inform the original requestor of review outcome for the RFC.

5.6 Expedited Change

Where the DCTG has identified that a Design Issue has a major and immediate impact on the MHHS service an extraordinary Design Authority meeting will be convened in which the Expedited Design Issue will be reviewed.

Within three working days[1] the DCTG will request the Design Authority undertake a Technical Impact Assessment and agree a course of action and raise a relevant Design Change. It is not intended to address Expedited Changes outside of normal working hours.

This step assesses and recommends to DAG the impact on the design and a course of mitigating action where appropriate. This process is invoked if the normal procedure described in section 5.5 cannot be applied because an Expedited Change requires immediate action.

The Design Authority will review and recommend to DAG if an Expedited Change is required.

If an Expedited Change is not deemed necessary, then

1) Reclassify the Design Issue to a standard Design Issue for processing through the normal process.
2) Add comments to reflect non-Expedited reason

If an Expedited Change is recommended, then

1) Change the Design Issue Status to Accepted and log a Design Change.
2) Update the DA review date

Notification of the Expedited Change recommendation will be sent to the following:

1. Change Initiator

2. SI Design Lead

3. SRO Design Lead

4. Configuration Manager

5. Domain Subject Matter Expert(s)

6. Design Advisory Group.

5.7 Assess Change Impacts

Major Changes are passed on from the Design Authority for assessment, this may involve the bringing together of SMEs via a Design Resolution Groups to agree the best approach, impacts on other changes and implementation dates. The Design Authority will provide clear guidelines to the working group on assessments and expected response times.

Design Resolution Groups will meet as agreed by the DA to provide a detailed analysis of solution options and impacts. The analysis could include different factors like:

- Cost-benefit (Cost effectiveness)

[1] A likely example of emergency change to be as an outcome of testing.

- Resource availability
- Identified Risks
- Impact on other services and business impact
- Compliance requirements (if any)
- Impact on regulatory code
- Impacts on test requirements and subsequent testing

The Design Resolution Group will report back findings and recommendations at the next Design Authority meeting. Additional details of solutions will be attached to the RFC by the Design Resolution Group.

5.8 Scheduling Design Change Releases

The purpose of this step is to plan, schedule and control the delivery of all approved RFC's.

The SI Design team will:

1) Review the current list of planned Design Changes and any newly approved Design Changes
2) Follow the Design Release Process to prepare Change Schedule after considering all currently planned RFCs which are still open for implementation. Also, the ongoing RFC implementations are considered when preparing the schedule of changes. Design Changes of similar kind are grouped together to help release planning.
3) Assess the work plan for conflicts with other planned/ongoing Programme or Design Changes and to check resource availability
4) Identify the resources to be assigned to implement the Design Changes
5) Update the Design Change log with the details of the Release the Design Change is planned for
6) Change Design Change status from Approved to Planned
7) Depending on the nature of the Design Change, a recommendation is made to DAG on the requirement of a formal industry consultation.
8) Based on the criteria for evaluation after planning and before implementation, the project plan as well as the test plan are reviewed and evaluated.

5.9 Implement Design Changes

The purpose of this stage is to deliver all the planned Design Change(s) for a Design Change. A Design Change can include items and components in the design and where necessary properly assure, and to authorize the Design Change deployment. This only relates to implementation of the MHHS Design Artefacts and not implementation of the solution.

The SI Design team will:

1) Update the design configuration item as identified by the RFC following the Configuration Management Plan procedures
2) Produce an assurance Plan, to ensure all MHHS Design Artefacts within the configuration management system which are changed or impacted by a Design Change are properly updated to meet requirements and verified.
3) Assuming successful assurance completion deploy the Design Changes and provide the related/relevant release documents for the Design Changes following the Release Management procedures.

5.10 Monitor Design Change Status

The purpose of this step is to regularly review the status, manage and control the delivery of Design Changes. It provides the oversight required to ensure that they are properly managed and authorised. The status of RFCs will be made available on the Collaboration Base and using the weekly Clock publication.

The DCTG will on a monthly basis:

- Provide a report on the number of RFCs and breakdown by status
- Track any RFC's awaiting escalation or implementation
- Track any RFCs with Working Group or SMEs for detailed impact analysis
- Handle any disputes with Design Issues. If a raiser of a Design Issue is not satisfied with an outcome, then refer it to DAG.
- Analyse and identify lessons learnt from the whole lifecycle of the Design Issues. Collate all post implementation analysis and assessment information in the Design Issue report

5.11 RFC Closure and Post Implementation Review

Post Implementation Review (PIR) assesses the Design Change implementation and the achieved results, to verify that a complete history of activities are present for future reference, and to make sure that any challenges are analysed, and lessons learned.

The DCTG will for each RFC delivered:

- Determine if a formal evaluation is required post the deployment.
- Determine if the implementation of the change achieved its objectives.
- Find how the implementation of Design Changes can be improved.
- Determine if similar Design Changes are likely to recur in future. If so, then a new change model might be necessary to handle such changes in future.
- Update the Change Record with relevant inputs and set the status to “Closed” to formally close the Design Issue.

Any outputs from a formal PIR will be presented back to the DA and DAG with recommendations and timescales for remedial actions and owners where required.

6 RACI for Change Management

Activity	DCTG	Change Proposer	SI Design Team	Working Group/ SME	DAG	Design Authority	Market Participant
Raise Design Issue Notification		AR					
Capture Log and Check Design Issue Notification	AR	C				I	I
Categorisation of Design Issue	R	I			I	A	I
Review Design Issues	C	I			A	R	C
Expedited Change Authorisation	R	I			A	R	I
Technical Impact Assessments	I	C		R	I	A	
Scheduling Design Change Work	R	I	A		I	C	C
Implement Design Artefact Changes	I	I	A		I	R	I
Monitor Design Change Status	R		I		I	A	I
Design Change Closure	R	I			A	C	I

		Responsible (R) - Those who do work to achieve the activity. **Accountable (A)** - The resource ultimately accountable for the completion of the task. **Consulted (C)** - Those whose opinions are sought. Two-way communication. **Informed (I)** - Need to be informed about the activity.

7 Example Change Management Log

Change Management

Highlight with Urgent Priority | Urgent | No | Add New | Delete | Dashboard

														Planning			
#	Requested By	Change Requested Description	Change Type	Responsible Person	Planned Start date	Planned End Date	Priority	Status	Impact	Risk	Group	Department	Category	Reason for Change	Impact	Rollout paln	Backout Paln
1	A Bod	Document the approval process of the change	Emergency	M Mouse	22/11/2020	22/12/2020	Low	Open	Low	Medium	capacity Management Team	Operations	Software				
2	B Bod	Communicate the findings and conclusion	Standard	D Duck	25/11/2020	21/12/2020	Medium	Closed	Medium	Low	Database Team	IT	Software				
3	C Bod	Document the new processes / procedures and systems	Minor	M Mouse	28/11/2020	25/12/2020	Urgent	Open	High	*Very High*	Change Team	Development	Network				
4	E Bod	Write the training materials	Major	M Mouse	12/12/2020	29/12/2020	High	Closed	Medium	High	Change Team	Operations	Software				
5	A Bod	Conduct training sessions with new users	Standard	M Mouse	15/12/2020	29/12/2020	Medium	Closed	Medium	*Very High*	Database Team	Development	Software				
6	B Bod	Conduct extensive support for the new users	Major	D Duck	19/12/2020	01/05/2021	Medium	Open	Medium	Low	Change Team	Operations	Software				
7	C Bod	Approve the SOP	Standard	M Mouse	25/12/2020	28/12/2020	Low	Closed	Low	Medium	Change Team	Development	Network				
8	E Bod	Agree on frequency of communications	Emergency	D Duck	28/12/2020	01/06/2021	Low	Closed	Medium	Low	Network Team	Operations	Software				
9	C Bod	Agreeing on the frequency of the initial status meetings	Standard	M Mouse	4/1//2021	01/07/2021	Medium	Open	Medium	Medium	Database Team	Operations	Hardware				
10	E Bod	Approving the format of the status reports	Major	D Duck	01/08/2021	01/10/2021	High	Closed	Medium	Low	Change Team	Operations	Other				

8 Design Issue Notification Form

DIN No.:	

Major RFC			
DIN Proposer Details			
Date submitted:		Company:	
Date required:		Department:	
Proposer name:		Manager's name:	
Email:		Manager's email:	
Phone:		Manager's phone:	

Basic details
Short Description:
Detailed description:
Justification:
Location:
Attachments:

Design Issue Analysis			
Category:		Design Change Manager:	
Type:		Design Change Builder:	
Item:		Design Change Tester:	
Impact:		Assignment group:	
Urgency:		DAG members needed:	
Priority:		CIs involved:	
Initial Risk Rating:		Impacted Services:	
Short term benefits:			
Long term benefits:			
Pros and Cons:			

Evaluation
Who RAISED the DIN?
What is the REASON for the DIN?
What is the RETURN required from the DIN?

What are the RISKS involved in the DIN?
What RESOURCES are required to deliver the DIN?
Who is RESPONSIBLE for the build, test, and implementation of the DIN?
What is the RELATIONSHIP between this change and other Design Issue Notifications?

Risk analysis
Type of risk: [social, financial, organizational, external]
Risk Impact: [trivial, minor, moderate, major, and catastrophic]
Likelihood: [1,2,3,4]
Probability: [1,2,3,4]
Risk Consequences:

Planning details
Implementation plan
Remediation plan
Backout plan
Test plan

Financial details
Relative cost:
Estimated effort in man days:
SLAs associated:
Approximate cost:

Associated Design Issues
Associated Incidents
Associated Problems
Associated Change

Release Details			
Planned start date:		Actual start date:	
Planned end date:		Actual end date:	
DAG required:		DAG Recommendations:	
DAG date:			

PIR

Change Closure Information
Closure code:
Closure notes:

8.1 Design Issue Notification Guidance Notes

DIN Number: a unique ID registered for the change
DIN Description: the description of the change
DIN Location: the location where the change will be implemented
DIN Proposer: the person who requested the Design Issue Notification
DIN Analyst: the name of the analyst who will analyse the Design Issue Notification
DIN Requested Date: the date on which the DIN was requested
DIN Triggered By: defines the sources that triggered the DIN like legal requirements, business requirements, etc.
DIN Classification: the classification of the DIN like Minor, Major, and Expedited
Category: the category of the DIN
Type: the type of DIN
Item: item of the DIN
Assignment group: The group assigned to own and implement the Design Issue Notification
Risk analysis: describes the risks associated with the DIN
Business Case: the plan which defines the business justification, benefits, and resources needed
Rollback Plan: the description of the rollback plan
Risk analysis: the description of the risk analysis
Remediation Plan: the description of the remediation plan
Impacting Services: the services that will be impacted by the Design Change
Impacting CIs: the CIs that will be impacted by the Design Change
Relative Benefit of Implementing the Change: the benefit of implementing the Design Change
Relative Cost: This should define the relative costs
Estimated Effort in Man Days or Hours: Man, days, or hours
Change Approval/Rejected Date: the date and time when the Design Change was approved/ rejected by DAG
DAG Decision: a decision made by the DAG
DAG Comments: comments given by the DAG
Change Manager: name of the change manager
Impact: The number of people that will be affected by the Design Change
Urgency: how soon the Design Issue must be rectified by the associated Design Change
Priority: It will be based on impact and urgency
SLAs Associated: SLAs associated with rectifying the Design Issue
SLA Target Date and Time: date and time when the SLAs will be breached with respect to the change
Associated Incidents: the details of the incident tickets that are associated with this change
Associated Problems: the details of the problem tickets that are associated with this change
SLAs Breach Details: the description why the SLAs were breached, and by how many minutes or hours did we breach the SLAs.
PIR: defines the lessons learnt