## VHA Business Function Framework

## Change Control Procedure

### document change History

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### Purpose

The VHA Business Function Framework (BFF) Change Control Procedure describes how the VHA Business and the VHA Business Architecture (BA) Teams collaborate to identify, request, review, analyze and determine the disposition of changes to the VHA BFF. This procedure also complies with existing Business Architecture Configuration Management policies, plans, processes and procedures. The VHA Business Reference Architecture (BRA) Team will review and update this document periodically to reflect changes in related policies, plans, processes, procedures and tools.

### implementation

This procedure applies to all requested changes to the VHA BFF, which may originate from any part of the VHA Business. The process commences with the receipt of a change request. Depending upon the nature of the request and other decision criteria (e.g., level of urgency, anticipated impact, effort required for execution, available resources, timeframe for completion, and other dependencies and/or constraints), the process terminates with the dispositioning of the change request. Approved requests are incorporated into a draft VHA BFF release that is peer reviewed prior to submission for publication as part of the VHA Business Architecture Repository (BAR) Release.

### roles and responsibiliities

The roles and responsibilities of the stakeholders involved in executing the VHA BFF Change Control Procedure are outlined below.

* Change Requesters are responsible for:
  + Identifying potential changes to the VHA BFF (i.e., editorial changes, new business functions, deletion of business functions and/or relocation of business functions.)
  + Completing VHA BFF Change Request forms and submitting them to the VHA BRA Team via email at [VHA10P2ESIMBABRA@va.gov](mailto:VHA10P2ESIMBABRA@va.gov)
  + Responding to inquiries about requested change(s)
  + Providing additional information related to change requests, as needed
* VHA Business Subject Matter Experts (SMEs) are responsible for:
  + Reviewing submitted change requests, impact analyses and supplemental documentation, as requested
  + Lending their expertise for decision making on change requests, providing feedback to the VHA BRA Team for dispositioning requested changes, as needed
* The VHA BRA Team and VHA BFF Change Coordinator are responsible for:
  + Confirming receipt of submitted change requests by communicating with Change Requesters
  + Reviewing submitted change requests and obtaining additional clarification and/or information from Change Requesters, as needed
  + Determining the impact of requested changes on existing VHA BFF components and related VHA BAR artifacts (Changes to VHA BFF mappings are handled via the VHA BAR Release Management process.)
  + Consulting with VHA Business SMEs regarding change requests, as needed
  + Presenting change requests, impact analyses and supplemental documentation to the BRA Unit Lead for further review and final decision
  + Documenting decisions rendered by the VHA BRA Unit Lead on change requests
  + Providing draft VHA BFF to the VHA BA Unit Peer Review Workgroup for review and input
  + Receiving and reviewing feedback from the VHA BA Unit Peer Review Workgroup into the VHA BFF and resolving related issues, if any
  + Incorporating changes into the draft VHA BFF, upon approval
  + Communicating decisions to Change Requesters
* The VHA BA Unit Peer Review Workgroup is responsible for:
  + Reviewing all changes in the proposed/draft VHA BFF publication
  + Providing their review findings and comments to the BRA Team
  + Working with BRA Team to resolve any issues identified during the process
* The VHA BRA Unit Lead is responsible for:
  + Reviewing submitted change requests, impact analyses, SME recommendations and supplemental documentation
  + Obtaining additional clarification and/or information on change requests from the VHA BRA Team, as needed
  + Rendering decisions to approve, approve with exception or deny change requests
  + Establishing and providing oversight for the peer review workgroup, which comprises 1-2 members from the BA Director’s Office, BIA, BPA, PIA, HSA, and SPA Units, responsible for vetting draft VHA BFF submissions.

### Process OVERVIEW

The VHA BFF Change Control Procedure is executed through a process that engages the VHA Business (i.e., Change Requesters and SMEs), the VHA BRA Team and VHA BA Unit Peer Review Workgroup. Figure 1.0 illustrates the high-level steps of the VHA BFF Change Control Process.

Figure 1.0 VHA BFF Change Control Process



### detailed Process

The table below provides discrete steps for implementing the VHA BFF Change Control Process, describes required actions with associated inputs and outputs, and identifies the stakeholders responsible for performing them.

| Step | Responsible Stakeholder(s) | Action | Input | Output |
| --- | --- | --- | --- | --- |
| 1 | VHA Business  (Change Requester) | Identify change | Personal notes | Completed VHA BFF Change Request form with rationale (and any supporting documentation) |
| 2 | VHA Business (Change Requester) | Submit change request to VHA BRA Team | Email to VHA BRA Team with attached VHA BFF Change Request form | Confirmation of Change Request Receipt from VHA BRA Team |
| 3 | VHA BRA Team | Add Change Request to VHA BFF Change Request Log; Review change request to ensure completeness and determine if clarification and/or additional information is needed | Submitted VHA BFF Change Request form (and any supporting documentation) | Updated VHA BFF Change Request Log |
| 4 | VHA BRA Team/  VHA BFF Change Coordinator | Contact Change Requester to:   * Acknowledge receipt of change request * Request clarification of submitted change request and/or obtain additional information, if needed | * Questions regarding change request * Request for additional information | Clarification and/or additional information provided by Change Requester |
| 5 | VHA Business (Change Requester) | Respond to questions from VHA BRA Team and/or provide additional information, upon request | * Questions regarding change request * Request for additional information | Clarification and/or additional information provided by Change Requester |
| 6 | VHA BRA Team | Perform analysis to determine impact of requested change on existing VHA BFF components and related VHA BAR artifacts | * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester | * Categorization of change request (e.g., editorial change, new business function, deletion of business function, relocation of business function, etc.) * VHA BFF Change Request Impact Analysis |
| 7 | VHA BRA Team | Consult SME(s) for expertise, as needed | * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester * VHA BFF Change Request Impact Analysis * SME Feedback Form | Completed Feedback Form received from SME |
| 8 | VHA Business SME | Review change request and impact analysis to provide feedback | * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester * VHA BFF Change Request Impact Analysis * SME Feedback Form | Completed SME Feedback Form |
| 9 | VHA BRA Team/  VHA BFF Change Coordinator | Review Change Request details, impact analysis and SME feedback with VHA BRA Unit Lead for dispositioning/decision making | * Change Request Log * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester * VHA BFF Change Request Impact Analysis * Completed SME Feedback Form | Updated Change Request Log |
| 10 | VHA BRA Unit Lead | Review Change Request details, impact analysis and SME recommendation to render decision (if requested and available) | * Change Request Log * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester * VHA BFF Change Request Impact Analysis * Completed SME Feedback Form | Decision on Change Request |
| 11 | VHA BFF Change Coordinator | Document discussion with VHA BRA Unit Lead and record decision(s) rendered for change request(s) | * Meeting summary notes * Change Request Log | Updated Change Request Log |
| 12 | VHA BFF Change Coordinator | Finalize draft VHA BFF and forward draft VHA BFF As-Is/To-Be document with comment matrix to VHA BA Unit Peer Review Workgroup for review/vetting | * Updated Change Request Log with BRA Unit Lead decisions | VHA BFF As-Is/To-Be document with comment matrix |
| 13 | VHA BA Unit Peer Review Workgroup | Review draft VHA BFF and complete comment matrix or send email with summary perspective | * Draft VHA BFF and comment matrix | Email with summary perspective or completed comment matrix with findings |
| 14 | VHA BRA Unit Lead  VHA BRA Team | Review Workgroup findings, obtain clarification (as needed) and incorporate Workgroup recommendations in VHA BFF | * Workgroup Findings * Draft VHA BFF | Final/Baselined VHA BFF |
| 15 | VHA BRA Team\  VHA BFF Change Coordinator | Communicate change request decision to Change Requester | * Decision on Change Request | Email to Requester regarding Change Request Decision |
| 16 | VHA BRA Team | Submit baselined VHA BFF for VHA BAR Release according to the VHA BAR Release Management Plan | * Submitted VHA BFF Change Request form (and any supporting documentation) * Clarification and/or additional information provided by Change Requester * Decision on Change Request | * Completed change request log * Final VHA BFF (ready for publication) * Updated VHA Business Architecture artifacts (as needed) * Updated Change Request Archive |

### change control meetings

The VHA BRA Team conducts weekly meetings, however, meeting frequency may be adjusted, as needed. The weekly meetings focus on both current change requests under analysis and any new change requests received and recorded in the Change Request Log prior to the meeting. Team members review incoming change requests to ensure completeness. If additional clarification or information is needed, the VHA BFF Change Coordinator contacts the requestor. The Change Coordinator assigns team member(s) to conduct an analysis to determine the potential impact(s) of requested changes on existing VHA BFF components and related VHA BAR artifacts. Not all requested changes, such as editorial ones, require an impact analysis. Some requested changes, such as the merging of two existing VHA BFF components, may require one or more subsequent requests. In this instance, the first change request addresses the deletion of one component and the second addresses required editorial changes to the remaining component that incorporates the name and/or description of the deleted component. The team’s goal is to obtain any additional required information and complete impact analyses within a two-to-three week period.

The VHA BRA Unit Lead attends the weekly VHA BFF Chang Request meeting for change request reviews and decision making. The Change Coordinator documents the Change Request Log with the Team’s recommendations for the BRA Unit Lead’s review. As early as possible within the process, the VHA BRA Team reviews current requests to determine whether a Subject Matter Expert (SME) is needed for specific change requests. If SME vetting is required, the VHA BFF Change Coordinator works with the VHA BRA Unit Lead to identify and contact the appropriate individual(s) to engage them in the process. The VHA BFF Change Coordinator identifies and communicates the timeline for receipt of written feedback from the SME or schedule meetings with the SME for further discussion and feedback. The VHA BRA Team discusses the completed analysis of the change request and reaches consensus on its recommendations to approve or deny change requests. These recommendations are presented to the VHA BRA Unit Lead for consideration.

### change REQUEST DISPOSITION

After consensus is reached, the Change Coordinator logs the team’s recommendations using a color-coded portion of the VHA BFF Change Log to track and communicate the disposition of each change request. Specifically, the dashboard colors indicate the following information:

* Green/Approve: Change request recommended for final approval by VHA BRA Unit Lead; adequate information is available; impact analysis and/or SME review supports request
* Yellow/Hold: Change request requires SME review and/or additional time for research and analysis; the change request will be reviewed during a subsequent meeting after receipt of additional information and/or SME feedback
* Red/Deny: Change request recommended for denial by VHA BRA Unit Lead; insufficient information available; impact analysis and/or SME review does not support request.

Upon receipt of the VHA BRA Unit Lead’s final decision on each change request recommended for approval or denial (not change requests placed On Hold), the Change Coordinator updates the Change Request Log and Archive to include approved requests, their final disposition and all relevant background information. The Change Coordinator updates the draft VHA BFF based on approved changes and review it with the VHA BRA Unit Lead. If there are no issues, the Change Coordinator forwards it with a comment matrix to the VHA BA Unit Peer Review Workgroup for review. The VHA BA Unit Peer Review Workgroup have the option of sending general comments to the BRA Unit Lead via email or capturing their findings in the comment matrix and forwarding them to the BRA Unit Lead and Change Coordinator. The BRA Unit Lead and Team review the Workgroup’s findings and update the VHA BFF, as appropriate. In accordance with the semi-annual VHA BFF update and VHA BAR Release Management schedules, the Change Coordinator submits the final VHA BFF for the upcoming VHA BAR Release. Any change requests placed On Hold will remain on the Change Request Log as active and adjudicated when additional information is obtained that resolves the issue(s) for which the change request was placed in the On Hold status.

### PROCESS AUDITS

For the first year of implementation, the VHA BRA Team examined the VHA BFF Change Control Process on a quarterly basis. Currently, the BRA Team conducts fiscal year-end audits. The audit encompasses a detailed analysis of change requests, review cycles and key inputs (e.g., additional research, impact analyses, SME feedback, etc.). The BRA Team also gathers lessons learned and implements improvements to the process and related tools, on an ongoing basis.