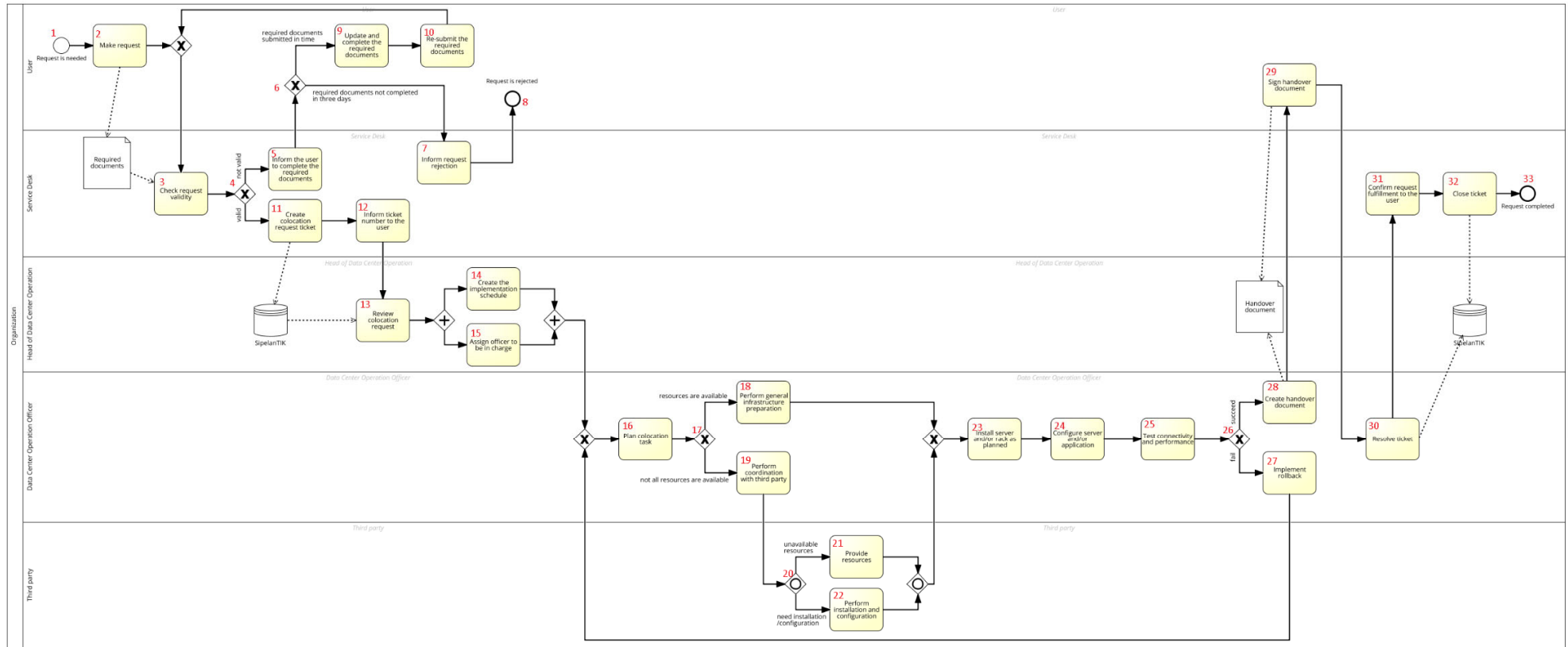# Experimental Material for the Process Model Narration Experiment:

Colocation Process Model and Textual Descriptions:

1. This process starts when a user needs a colocation service from XY. This service is provided to allow users in the Ministry of Finance of The Republic of Indonesia to put their server and other computing hardware in the data center with the support of power, bandwidth, network, and other data center facilities provided from XY.
2. The user makes a colocation server request to XY by submitting the required documents.
3. Service Desk checks the request validity by checking the submitted documents. Service Desk identifies if the request is valid or not according to the validity check. This activity is performed for either new submitted documents or re-submitted documents.
4. *Option 1:* Let's first see the case that the colocation request is not valid. *(Go to 5)*
   Option 2: Now we will see the case when the request is valid. *(Go to 11)*
5. If the submitted documents are not valid, the Service Desk informs the user to update and complete the required documents in maximum 3 days from the day the user is informed. After getting the information from the Service Desk, user may complete and resubmit the updated required documents in 3 days or not submit it in time.
6. *Option 1:* Let's first see the case that the required documents are not completed in 3 days. *(Go to 7)*
   Option 2: The following steps are performed if the user submits the required documents in time. *(Go to 9)*
7. The Service Desk informs the user through an email or a phone call that his or her service request is rejected because of incomplete requirement or the user does not submit the requirements in 3 days.
8. The request is rejected. *(Go to 6, option 2)*
9. The user updates and completes the requirement as suggested by the Service Desk staff.
10. The user resubmits the requirements to the Service Desk. Then, the activities about checking the request validity are repeated for the new documents. *(Go to 4 option 2)*
11. If the required documents are complete and valid, the Service Desk records the service request into a ticketing system application (YZ).
12. The Service Desk informs the ticket number to the user. The user can refer to this ticket number when asking for the service request status to the Service Desk.
13. The Head of Data Center Operation reviews the colocation service request. He checks the information provided in the ticket to specify the schedule and resource needed for the request. The Head of Data Center Operation may then perform two activities in parallel.
14. The Head of Data Center Operation creates the schedule for the colocation task. This schedule is specified with the consideration of workload and available resources.
15. The Head of Data Center Operation assigns his subordinate to be in charge and assist the colocation implementation in the data center.
16. The Data Center Operation officer plans the colocation task by doing coordination with the user to gather information about the required resources and supporting facilities, space allocation, network allocation, testing plan, rollback plan, and time schedule. The scope of work and task and responsibility between XY and the user are specified at this stage. When the required resources has been specified, it can be identified whether all resources are available in the data center or not.
17. *Option 1:* Let's first see the case that all resources are available in the data center. *(Go to 18)*
   Option 2: Following steps are performed when not all resources are available in the data center. *(Go to 19)*
18. If the required resources are available in the data center, the Data Center Operation officer prepares the network infrastructure and other supporting data center facilities according to the details specified in the planning stage. *(Go to 17, option 2)*

19. If according to the planning stage there are any resources in infrastructure or configuration that have not been available in the data center, the Data Center Operation officer will cooperate with the third party to fulfill the requirements.

20. There are two things that can be performed by the third party. The third party can perform only one or both of these activities.

21. The third party provides and prepares the infrastructure resources as needed in the request, such as preparing the network path or other resources that have not been available in the data center.

22. The third party installs and configures the infrastructure resources that have been available in the data center.

23. The Data Center Operation Officer supervises the colocation process, starting by moving and installing the server and/or its rack into the location/space in the data center as specified in the planning stage.

24. After the server and/or rack has been installed, the Data Center Operation Officer continues the process with a network configuration based on the given network allocation, and/or application configuration in the server.

25. The process continues with testing the network and performance of the server by the Data Center Operation officer to ensure that the connectivity and applications in the server run normally.

26. *Option 1:* First, let's see the case when the network and performance test fails. *(Go to 27)*
    Option 2: Next steps are the case when the network and performance test succeeds. *(Go to 28)*

27. If the test fails, then a rollback action is taken by the Data Center Operation Officer to revert the changes of the colocation process. Then, the process goes back to the planning of colocation task and activities following that are repeated. *(Go to 26, option 2)*

28. If the testing succeeds, then the Data Center Operation officer creates a handover document for the user. In this document, it is stated that the service provider (XY) is responsible for the availability of network and other supporting data center facilities. On the other hand, the user itself is responsible for the availability of operating system, availability of applications/data, and backup of the applications/data on the server. If, in the future, the user needs to update the resource or specification of the server, then he can submit a Request For Change (RFC) through the Service Desk.

29. The user signs the handover document and gives it back to the Data Center Operation officer.

30. The Data Center Operation officer resolves the service request ticket in the ticketing system application (SipelanTIK) that indicates the service fulfillment.

31. The Service Desk confirms the user that the service has been fulfilled in accordance with the request of the user.

32. Service desk staff closes the ticket in the ticketing system application (YZ) to indicate that the request is completed.

33. The request is completed.

Colocation Process Comprehension Test Questions:

Please take into account that not all the activities in these process models are in line with how the real-life process works, i.e. the way you are used to in XY. Do not answer the questions based on your work experience, but always take a closer look at the process models.
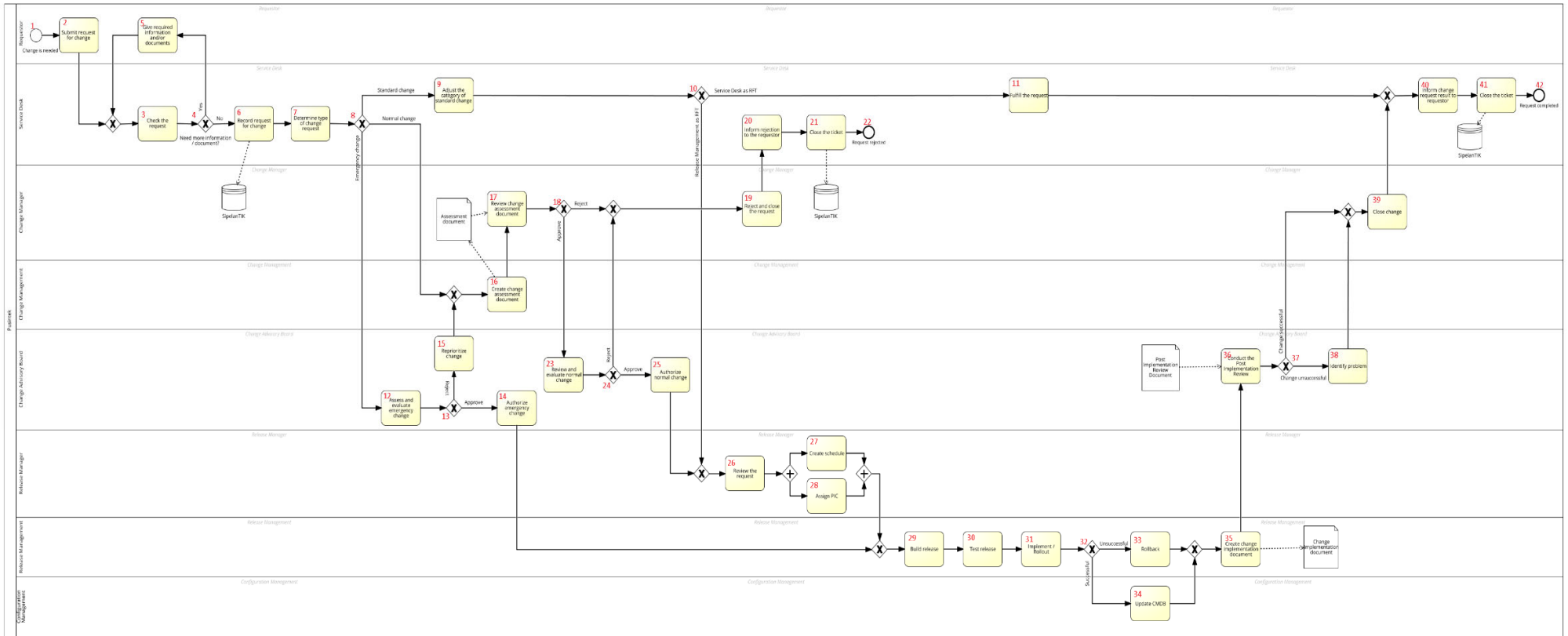
In the following pages, there will be a set of questions about the colocation request process. For each question, you can refer to the process model that is provided on the screen.

1. Which statement below is correct for the activities after the Head of Data Center Operation reviews the colocation request?
   a. The Service Desk informs ticket number to the user.

b. The Head of Data Center Operation either creates an implementation schedule or assigns an officer to be in charge.

c. The Data Center Operation officer plans the colocation task after the Head of Data Center Operation creates the implementation schedule and assigns an officer to be in charge.

d. The Data Center Operation officer performs survey with the third party.

e. I don't know.

2. Which statement is correct about the condition after the connectivity and performance test?

a. If the test succeeds, the Data Center Operation Officer first resolves the ticket, then creates a handover documents.

b. If the test succeeds, The Data Center Operation Officer first implements rollback, then repeats the planning step and following activities.

c. If the test fails, the Data Center Operation Officer first resolves the ticket, then creates a handover document.

d. If the test fails, the Data Center Operation Officer first implements rollback, then repeats the planning and activities following that.

e. I don't know.

3. In which condition the Data Center Operation Officer needs to perform coordination with the third party?

a. After installing the server and/or rack, when all of the resources needed are available in the Data Center.

b. After planning the colocation task, when all of the resources needed are available in the Data Center.

c. Before installing the server and/or rack, when not all of the resources needed are available in the Data Center.

d. Before planning the colocation task, when not all of the resources needed are available in the Data Center.

e. I don't know.

4. What happens if the Service Desk finds that the user submitted an incomplete requirement?

a. The Service Desk checks the documents again and verifies it with his/her supervisor.

b. The Service Desk informs the user to complete the required documents in maximum 3 days.

c. The Service Desk informs the user that his/her request is rejected.

d. The Service Desk creates a request ticket and inform the user to complete the requirements.

e. I don't know.

5. When does a request can be resolved?

a. After the Service Desk creates a handover document for the user.

b. After the Service Desk confirms request fulfillment to the user.

c. After the Data Center Operation Officer creates a handover document and implements a rollback.

d. After the Data Center Operation Officer creates a handover document and the user signs in it.

e. I don't know.

6. Which of the following is not correct about the activities of the Service Desk?

a. The Service Desk records the service request.

b. The Service Desk hands in a handover document to the user.

c. The Service Desk informs the request rejection to the user.

d. The Service Desk confirms the request fulfilment to the user.

e. I don't know.

7. What if after a request fulfillment the user wants to update the resource or specification of the server?

a. A new planning step is performed by the Data Center Operation Officer to immediately fulfill the request.

b. The user submits a Request For Change (RFC) to Service Desk

c. It is not allowed to update the specification or resource of the server.

d. The user can update the resource or specification of the server when they want to.

e. I don't know.

8. What should a Data Center Operation officer do just after preparing the required network infrastructure and other supporting facilities for the colocation request?

a. First configure, then test the connectivity/performance of the server.

b. Install and configure the server at the same time.

c. First configure, then install the server.

d. First install, then configure the server.

e. I don't know.

9. What is true about the third party?

a. They provide the unavailable resources or performs further installation and configuration, or they do both of them.

b. They only provide the resources that are not available, without performing further configuration.

c. They are involved in planning stage with the Data Center Operation Officer in every case.

d. They are involved in preparing general infrastructure when all resources are already available in the Data Center.

e. I don't know.

10. What is correct about activities performed during planning a colocation task?

a. It includes preparation of infrastructure and supporting facilities.

b. It is done after the server is installed into the Data Center.

c. All of the task following the planning stage is only performed by the Data Center Operation Officer.

d. Testing and rollback plan are defined in this stage.

e. I don't know.

Colocation Process Model and Textual Descriptions:

Requester

1 Change is needed
2 Submit request for change
5 Save required information and/or documents

Service Desk
3 Check the request
4 Need more information / document?
No / Yes
6 Record request for change
7 Determine type of change request
8
Standard change
9 Adjust the category of standard change
10 Service Desk as RFT
11 Fulfil the request
40 Inform change request result to requestor
41 Close the ticket
42 Request completed
SipelanTIK
Normal change
Emergency change
Release Management as RFT
20 Inform rejection to the requestor
21 Close the ticket
22 Request rejected
SipelanTIK

Change Manager
SipelanTIK
17 Review change assessment document
18 Reject / Approve
19 Reject and close the request
SipelanTIK
39 Close change

Change Management
Assessment document
16 Create change assessment document
Change Management

Change Advisory Board
15 Reprioritize change
23 Review and evaluate normal change
24 Reject / Approve
25 Authorize normal change
Post Implementation Review Document
36 Conduct the Post Implementation Review
37 Change successful / Change unsuccessful
38 Identify problem

Release Manager
12 Assess and evaluate emergency change
13 Reject / Approve
14 Authorize emergency change
26 Review the request
27 Create schedule
28 Assign PIC

Release Management
29 Build release
30 Test release
31 Implement / Rollout
32 Successful / Unsuccessful
33 Rollback
35 Create change implementation document
Change Implementation document

Configuration Management
34 Update CMDB

1. This process starts when a user needs a change on IT services. A change is an addition, modification, or removal of a configuration item (CI), service, or service component and/or its associated elements that could have an effect on IT services.
2. The requestor submits a request for change (RFC) by providing information including description, reasons for change, impact of change, and any supporting documentation for the request.
3. Service Desk checks the request and other information and/or supporting document provided by the requestor. According to the checking step, the Service Desk decides if the request needs more information or supporting documents from the requestor.
4. *Option 1:* Let's first see the case that the request needs more information or documents. *(Go to 5)*
   Option 2: Next, we will see the case that no more information or documents are needed. *(Go to 6)*
5. The requestor gives the required information and/or any supporting documents. Then, the process goes back to the request checking by the Service Desk. *(Go to 3, then 4, option 2)*
6. If the information and supporting documents are complete and valid, the Service Desk records the change request into a ticketing system application (YZ).
7. The Service Desk determines the type of change request. There are three types of change: standard change, normal change, and emergency change.
   In a standard change, a change is relatively common, performed according to a pre-established procedure or work instruction, and already predefined in the Service Catalogue. A standard change is pre-authorized by Change Management.
   Emergency change is a change that needs to be implemented as soon as possible. Usually an emergency change request is raised by the incident management team to solve a high priority incident to immediately restore a service or to avoid an outage where no other workaround is available.
   Normal change is a change that is neither a standard nor an urgent change. It is not defined in the Service Catalogue and needs to follow change management activities to get an authorization to be implemented.
8. *Option 1:* Let's first see the condition for a standard change. *(Go to 9)*
   Option 2: The following steps are performed for an emergency change. *(Go to 12)*
   Option 3: The following steps are performed for a normal change. *(Go to 16)*
9. The Service Desk adjusts the category of the standard change in the ticketing system (YZ) based on the predefined criteria listed in the Service Catalogue.
10. According to its category in the Service Catalogue, each standard change has the corresponding request fulfillment team (RFT). A standard change can be fulfilled by either the Service Desk or Release Management.
    Option 1: First, let's see the condition if the Service Desk is responsible as the RFT. *(Go to 11)*
    Option 2: If the Release Management is responsible as the RFT, there are several steps that should be performed before the Release management implements the change. These steps will be described later because they are common with the activities for normal change and emergency change. *(Go to 8, option 2)*
11. The Service Desk implements a change to fulfill the request based on pre-established procedure or work instruction. The activities specific for the case of a standard change and when the service desk is responsible as the RFT are completed here. *(Go to 10, option 2)*

12. An Emergency Change Advisory Board (Emergency CAB) is held to asses and evaluate the emergency request. The Emergency CAB determines the impact and plans to implement the emergency change. Testing may be reduced if necessary to deliver change immediately. The person in charge (PIC) of the implementation, rollback, and allocated resources are also determined in this step.

13. According to the result of the Emergency CAB meeting, it can be determined whether the emergency of the change request is approved or rejected.
    Option 1: First, let's see the case when the emergency of the change is approved. *(Go to 14)*
    Option 2: Next, let's see the case when the emergency of the change is rejected. *(Go to 16)*

14. The Emergency CAB authorizes the emergency change by signing the Emergency CAB approval document and allows the change to be implemented immediately. The activities specific for the case of an emergency change and when this change is approved in the Emergency CAB meeting are completed here. *(Go to 13, option 2)*

15. If the Emergency CAB considers that the change is not an emergency, the CAB reprioritizes the change so that it is then processed through the normal change flow procedure. *(Go to 8, option 3)*

16. The Change Management team creates a change assessment document consisting of the analysis of scope of work, technical and functional specification, required resources, cost, urgency, impact, risk and benefit to the current IT services.

17. The Change Manager reviews the change assessment document and uses it as a consideration to approve or reject the normal change request.

18. *Option 1:* According to the review result, the following activities are performed when the Change Manager rejects the normal change. *(Go to 19)*
    Option 2: The following activities are performed when the Change Manager approves the normal change. *(Go to 23)*

19. The Change Manager rejects and closes the change request.

20. The Service Desk informs the requestor through an email or a phone call that his/her request is rejected by the Change Manager and explains its reason.

21. The Service Desk closes the request ticket and indicates that the request is rejected.

22. The request is rejected. *(Go to 18, option 2)*

23. Considering all supporting information and documentation, the Change Advisory Board (CAB) meeting is held to review and evaluate the normal change request for final approval. The CAB also identifies the implementation timetable for the approved changes.

24. According to the result of the CAB meeting, a normal change can be approved or rejected.
    Option 1: In the case that the CAB rejects the normal change, the following activities are performed in the same way as the case when the Change Manager rejects the normal change request. *(Go to option 2)*
    Option 2: The following activities are performed when the CAB approves the normal change. *(Go to 25)*

25. The CAB authorizes the normal change. This approval of change can be one of these two options: approve the change as requested or approve the change subject to specified conditions.

26. From now on, the process continues with the same activities that are performed when the Release Management is responsible as the RFT of a standard change.

The Release Manager reviews the change request. He checks the information provided in the ticket to specify the schedule and resource needed for the request. The Release Manager may then perform two activities in parallel.

27. The Release Manager creates the schedule for change implementation according to the timetable that has already determined in the CAB meeting (for a normal change) or with consideration of workload and available resources (for a standard change).

28. The Release Manager assigns a person in charge (PIC) from Release Management team for the change implementation.

29. From now on, the process continues with the same activities that are performed after an emergency change is authorized.

The Release Management carries out the release build activities by defining the delivery and deployment strategy, required resources, testing requirement, and rollback plan. A rollback plan is needed to determine the steps to be taken if a change fails during implementation or cannot be completed within the approved implementation period.

30. The Release Management then conducts a release test activity including performance, security, and functionality test.

31. The Release Management performs implementation or rollout of a change according to the schedule and deployment strategy that has been defined previously.

32. After the implementation, it can be determined whether the change is implemented successfully or not. A change is considered as successful if it is implemented in accordance with the implementation plan and timeframe, does not cause unplanned customer impact, meet anticipated objectives defined in the change request, and does not result in an outage due to the execution of the rollback plan.

33. If the change is successfully implemented, the Configuration Management then updates the Configuration Management Database (CMDB) according to the modification, addition, or removal of any configuration item in the implemented change.

34. If the change is not completed successfully as planned or incomplete, a rollback should be performed as planned.

35. The Release Management creates a documentation based on the rollout or rollback implementation result. If the rollback plan was implemented, the success of the rollback deployed needs to be documented. If, for any reason, the rollback plan was deployed and it was not successful, this also needs to be documented with details as to why it failed.

36. A Post Implementation Review (PIR) is conducted in a CAB meeting to compare the final results of a change against the original objective of the requestor.

The purpose of such review is to ensure that the change has the desired result, the implementation plan worked correctly, and the rollback plan functioned correctly, if the rollback plan was implemented.

37. After all implemented changes are reviewed, the following steps are performed based on the result of change implementation.

Option 1: Let's first see the case that the change is unsuccessful. *(Go to 38)*

Option 2: If the change is successfully implemented, the following activities are performed in the same way as after the CAB identifies the problem of unsuccessful change implementation. *(Go to 39)*

38. If the change is unsuccessful, the CAB identifies problems encountered during implementation and opportunities for improvement. *(Go to 37, option 2)*
39. The Change Manager closes the change request.
40. The Service Desk informs the requestor about the status of his/her request, whether it is completed or failed. In this case, the same activities are performed if a standard change has been fulfilled by the Service Desk.
41. The Service Desk closes the request ticket and indicates that the request process is complete.
42. The request is complete.

Change Management Process Comprehension Test Questions:

Please take into account that not all the activities in these process models are in line with how the real-life process works, i.e. the way you are used to in XY. Do not answer the questions based on your work experience, but always take a closer look at the process models.

In the following pages, there will be a set of questions about the change management process. For each question, you can refer to the process model that is provided on the screen.

1. In what condition the Change Management creates a document to assess a change request?
   a. When a change request is categorized as a standard change and the Release Management is responsible as its request fulfillment team.
   b. After the Service Desk records a request for change in YZ.
   c. After a normal change has been reviewed by the Change Advisory Board.
   d. **When the Emergency CAB considers that a change is not emergency and reprioritizes it as a normal change.**
   e. I don't know.

2. What needs to be documented after a change is implemented?
   a. **Detailed description of the deployment of the rollback plan and reasons if the deployment was unsuccessful**
   b. List of members of Change Advisory Board who authorized the change
   c. List of normal change request that has been approved by the CAB
   d. Assessment about the risk and impact if a change is not implemented
   e. I don't know

3. Which statement is correct about Post Implementation Review?
   a. If the change is implemented successfully, Post Implementation Review is conducted before the Configuration Management updates the CMDB
   b. **If the change implementation** is **not successful, Post Implementation Review is conducted before the CAB identifies problem encountered during implementation**
   c. If the change is implemented successfully, Post Implementation Review is conducted after the Change Manager closes the change request
   d. If the change implementation is not successful, Post Implementation Review is conducted before deploying a rollback plan
   e. I don't know

4. When a change request is determined as a normal change, which of the following is correct?
   a. A normal change can be fulfilled by the Service Desk

b. If a normal change is not authorized by the CAB, it is reprioritized into a standard change

c. If the implementation of a normal change is successful, the Configuration Management updates the CMDB

d. The Release Management needs to assess a normal change before it is reviewed in a CAB meeting

e. I don't know

5. Which of the following is true about the responsibility of the Change Manager?

a. Determines the type of change request

b. Identifies problem if a change implementation was unsuccessful

c. Authorizes an emergency change

d. Reviews a change assessment document

e. I don't know

6. In what condition the Release Management does **not** implement a change?

a. If the Emergency CAB decides to approve and authorize an emergency change

b. If the Release Management is responsible as the request fulfillment team of a standard change

c. If a normal change is rejected after the Change Manager reviews the assessment document.

d. After a normal change is approved in the CAB meeting

e. I don't know

7. Which may possibly happen after an Emergency CAB meeting?

a. The Emergency CAB approves an emergency change and authorizes the change to be implemented by the Service Desk

b. The Emergency CAB rejects an emergency change and redirects the process through the normal change flow mechanism

c. The Emergency CAB rejects an emergency change and closes the change as rejected

d. The Release Manager arranges a schedule and person in charge for the change implementation

e. I don't know

8. If a change is categorized as a normal change, what would be the role of the Change Advisory Board?

a. Determines to authorize or reject a change according to all supporting information and documentations

b. Defines the delivery and deployment strategy, required resources, testing requirement, and rollback plan

c. Reviews the assessment document created by the Change Management

d. Adjusts the change category and priority for the rejected changes

e. I don't know

9. In which case a change request is categorized as a standard change?

a. It can only be fulfilled by the Service Desk

b. It should be fulfilled immediately to resolve a high priority incident

c. It has a predefined procedure to perform the change implementation

d. It has been pre-approved by the CAB

e. I don't know

10. Which statement is true about the rollback plan?

a. A rollback plan is defined in the CAB meeting

b. If a rollback was deployed and it was unsuccessful, the CAB sets a schedule for the next implementation
c. A rollback is only needed to be planned for an emergency change
d. **If a rollback was deployed, the Configuration Management does not update the Configuration Management Database**
e. I don't know