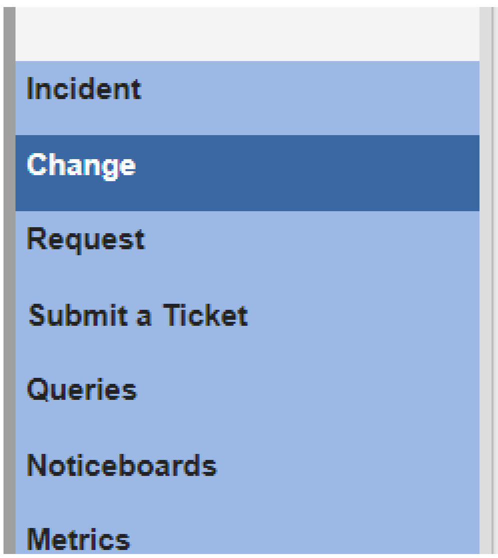
Change Management in LANDesk

Analysts can now submit their Change Requests in LANDesk. This is in production, and will be routed to the DII CAB for review. All changes should be entered for review in this new module. This will take the place of the SharePoint site and Word document we have currently been using.

Review Change Request Types here:
https://vermontgov.sharepoint.com/sites/DII/units/svcmgmt/_layouts/15/guestaccess.aspx?guestaccesstoken=SAEEzWyEWb9bL4SpLkwBTQpM%2b1lsRUdQklqfS6yOnBA%3d&docid=2_1fbc0df7af1594e47acaf46ca42f80572&rev=1

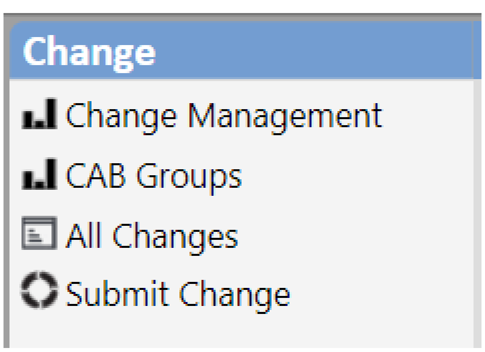
Go to LANDesk: https://itsupport.vermont.gov

Click on Change in the lower left-hand corner:

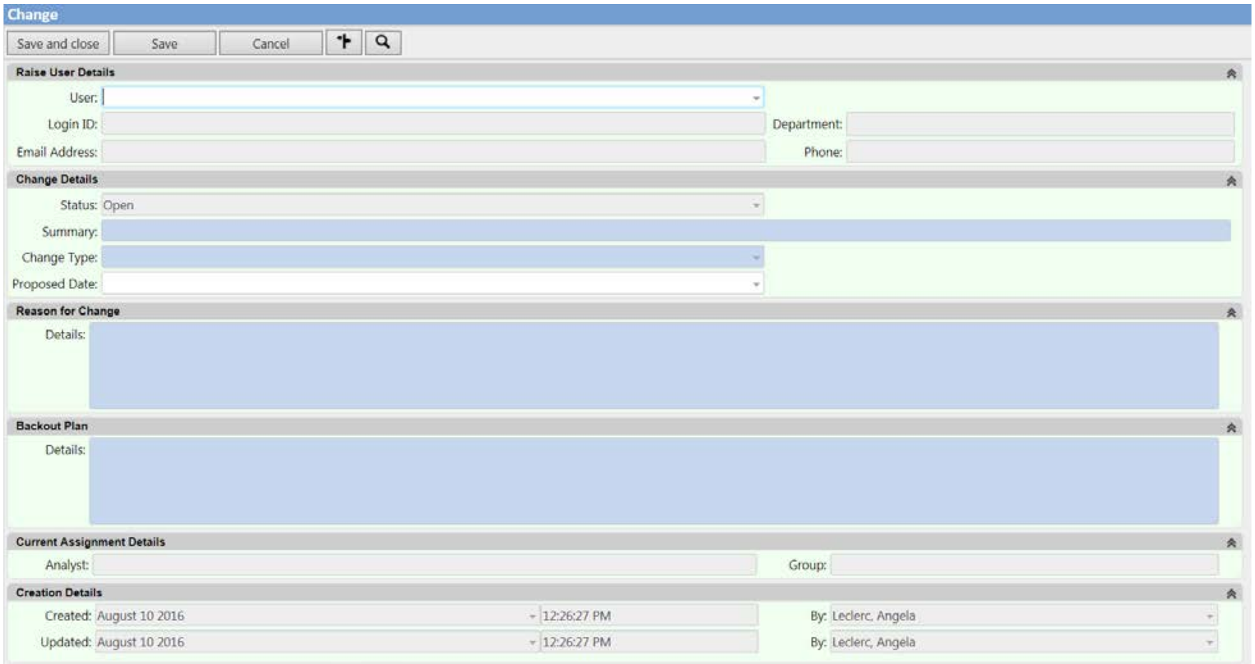


If you don't have this and you think you should, please let me know. At this time only LANDesk analysts would have access to this new module.

You will have four options available to you:

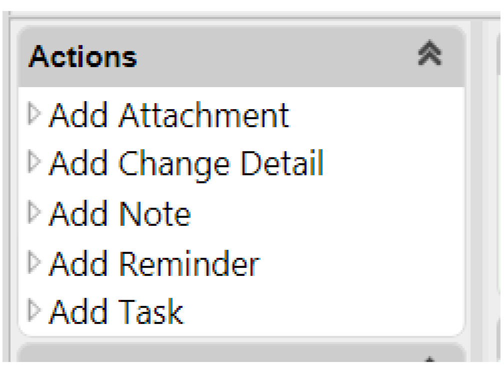


To create a new change request, click on Submit Change. This will open a window for you fill out required information. All fields in blue are required.



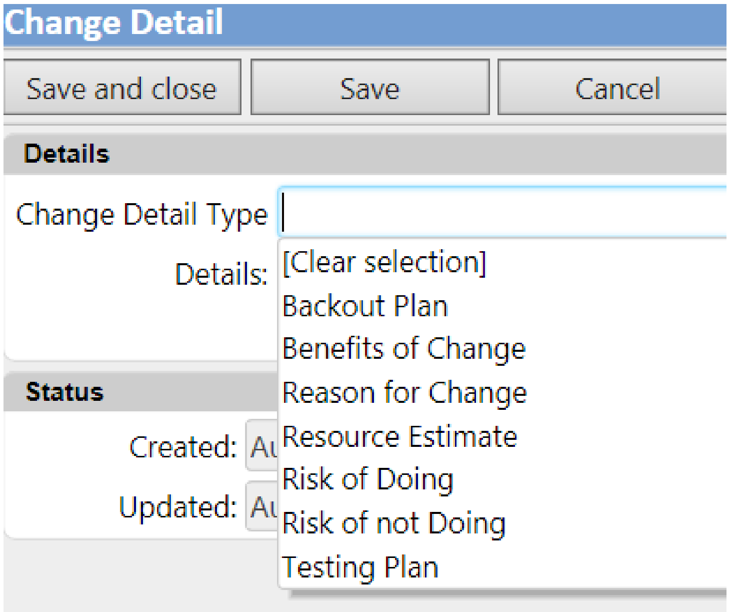
Fill out required information. **Make sure to fill in the proposed date.** Then click on Save.

Once you do that, you should also add pertinent information by the new actions available to you on the left:



For instance, if you want to add a test plan, click on Add Change Detail, and view the options in the dropdown and select the appropriate change details that should be added to the change request.

Make sure you are including your procedure/steps as part of the change.



The change details will show up at the bottom of your form.

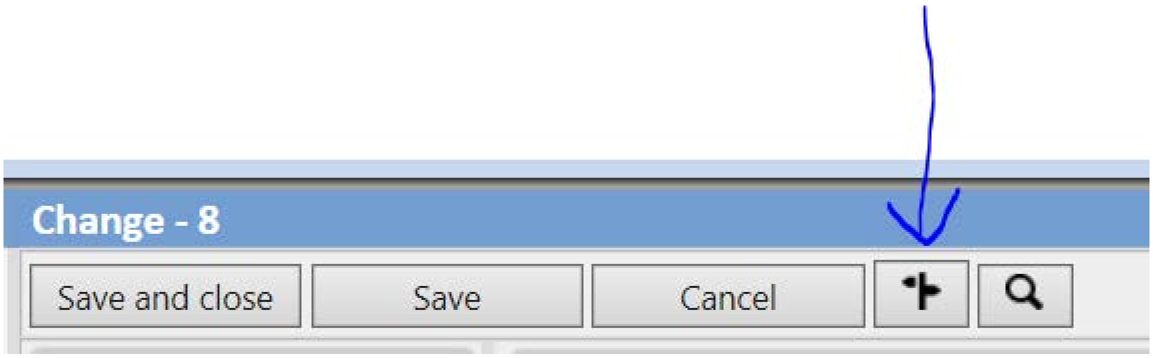
Tasks Notes Change Detail Attachments Assignments

Change Detail	Details	Created by
Reason for Change	Currently, both low confidence and high confidence spam is quarantined. This request will change the routing of low confidence spam to the junk folder in users' outlook clients. Also, we will force the junk folder to automatically delete emails over 60 days ageing. We get many tickets where users sometimes have a hard time releasing false positive spam from quarantine, or they complain that falsely identified spam is quarantined. This will allow users a bit more autonomy with handling these emails. Expected results: Fewer incidents where we must troubleshoot false positive spam as the user will be able to remediate it themselves. Procedure: In the Exchange admin center in O365, go to Protection, Spam Filter, and edit the default Spam filter policy. Under Spam and bulk actions, change the spam setting to "Move Message to Junk email folder". Under "Compliance Management", Then "Retention Tags", Edit the Junk email retention tag to 60 days. This tag is already applied to junk folders. The current setting is 30 days, but we believe that since people need to manage this folder now, we will extend the timeframe. This policy also allows an additional 15 days for recovery after the items have been deleted. Testing: The junk email retention tag is already in effect by default and deletes email after 30 days, we are only extending that timeframe. It is already tested. The low confidence spam routing already works and is implemented to quarantine low confidence spam thus the handling is already tested.	Fortin, David
Backout Plan	This change is very quick and not at all complex. It can be backed out within 5 minutes by reverting the settings	Fortin, David
Testing Plan	The junk mail folder management is already in place and tested, we are only extending the horizon for which emails are deleted from that folder by 30 days. There isn;t a way to test the routing of spam emails to the junk folder as the change affects all email users. We do have a test tenant, but it would be difficult if not impossible to duplicate spam emails and test the policy. It should be said that we are not changing how SPAM is classified, we are only changing how it is routed.	Fortin, David
Testing Plan	Functionally, all parts of this change are tested and work as expected.	Fortin, David

Once you are done, **please be sure to click on Submit**. This will route the change for review to the Change Manager. The change will not be submitted to the CAB until you do this.

FYI, the workflow of the change is located here:
https://vermontgov.sharepoint.com/sites/DII/units/svcmgmt/_layouts/15/guestaccess.aspx?guestaccesstoken=lUNzAVA%2bH5osh%2bTz1rKmOn6mBKaGGuY4gxNdwl1MssE%3d&docid=2_133e5ce2a51b3490898b8f60ae53345da&rev=1

You can always click on the workflow button to see where you are in the change process.



You may be asked for More Information. Add a note to document the information you are asked for, or add a Change Detail that exists above.

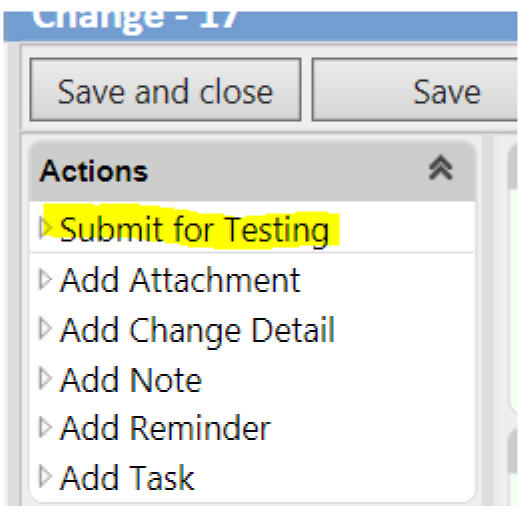
The Change Manager (Darwin) will send to the appropriate CAB for approval once he feels it's ready to review.

Next Steps: How the Workflow works

Once the CAB has reviewed and approved, the change will be sent back to you in a Building Change status.

Building Change:

Add any pertinent information that may be needed after CAB Review. If you have nothing to add, you can click on **Submit for Testing**.

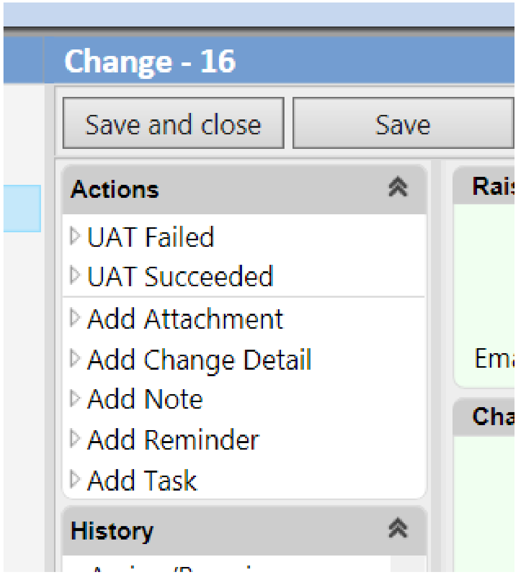


Once you click on that, it will go back to the Change Manager for review. Change Manager will approve and send back to you for User Acceptance Testing.

User Acceptance Testing:

Any testing that you complete should be entered – either as a note or Change Details →test plan.

Once you've completed initial testing, click on UAT Failed or UAT Succeeded.



Once you click on that, it will go back to the Change Manager for review. Change Manager will approve and send back to you for Implementation.

Implementation

This is the FINAL stage where you put the change in production. Once the change is completed, you click on **Success** or **Implementation Failed.**

If you click on Success, it goes back to Change Manager for Final review and to be closed.

Implementation Failed will ensure that you followed the backout plan procedure and may be re-tried again, and go through the workflow.