

Exercise Introduction

You have collected some experience in installing, configuring and setting up different tools. This exercise should give you an idea of the importance of documentation when administering systems. It will also give you the opportunity to look deeper into change management as described in ITIL.

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Task 1: Recall and document (10 min)

Recall what you have already set up and installed in this course. In your group, choose one and document your steps from your memory. Also include what you would have documented on the go, even if you don't remember what exactly you did right now. In the end, you should have a list of things, you would expect in a change record.

- Do you remember every step?
- Are you having difficulties remembering everything?
- Could you explain to a colleague what exactly he*she has to do?

Task 2: Comparison and discussion of ITIL change record (10 min)

You have created a list of things you would document - compare this to the ITIL change record checklist here [1]. Think about the elements on the list, their necessity and the difference to your list from the previous exercise.

- Where are the differences? Did your list cover all these things?
- Why are the items, that were not on your list, useful or necessary?
- Are there elements which are unclear?
I.e. why do they appear in the change record?

Optional Task 3: Design the process (5 min)

This is a difficult **additional** task which will support your understanding in the topic.

If you have additional time, discuss how the change process could/should look like.

Further Reading

- 1 https://wiki.en.it-processmaps.com/index.php/Checklist_Change_Record
- https://wiki.en.it-processmaps.com/index.php/Change_Management#Process_Description
- https://wiki.en.it-processmaps.com/index.php/Main_Page