OBJECTIVE

To confirm our understanding of the change management process and controls for the Accounts Payable System (APS) as documented in the Accounts Payable System Narrative (please see **IT220**).

**PROCEDURES**

1. Select one Y-Change change request ticket. With the assistance from the Change Management Team, walk through the process and controls for that change request.

**RESULTS**

1. With the assistance of the Manager of Application Development (Robert Plant), we selected Y-Change request ticket number 20008000043 made May 24, 2008 (please see **IT230a**). We examined the ticket, noting the following:

* The change was assigned a Severity 2 rating.
* The change was developed in the APS\_Dev environment
* The change was tested in the APS\_Staging environment
* The change requester was included in the User Acceptance Test (UAT), and approved the change.
* The CRC reviewed the request and test results, and approved the change for promotion to the production server (please see **IT230b** for CRC Meeting Minutes).
* Downtime was scheduled in advance, a backup plan was in place, and the end-users were notified of the change.
* The change was promoted to production by the Change Coordinator, who is not part of the development or testing team.
* An email was sent to users informing them the change was made successfully.

**CONCLUSION**

We confirmed our understanding of the change management process and controls for the Accounts Payable System (APS) as documented in the Accounts Payable System Narrative (please see **IT220**).