

HEPiX Spring 2012 Workshop



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Change Control at RAL

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In 2009 the RAL Tier-1 introduced a formal change control process as a means of driving cultural changes in the way we tested and deployed new services. Although designed from the bottom up, a mid term review found remarkable similarity with the ITIL model for change management. This talk describes how the process evolved, its impact on team culture, considers outcome metrics and discusses the challenges of risk mitigation and accurate risk assessment.

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