

Revised Change Request Process for Liquid Logic

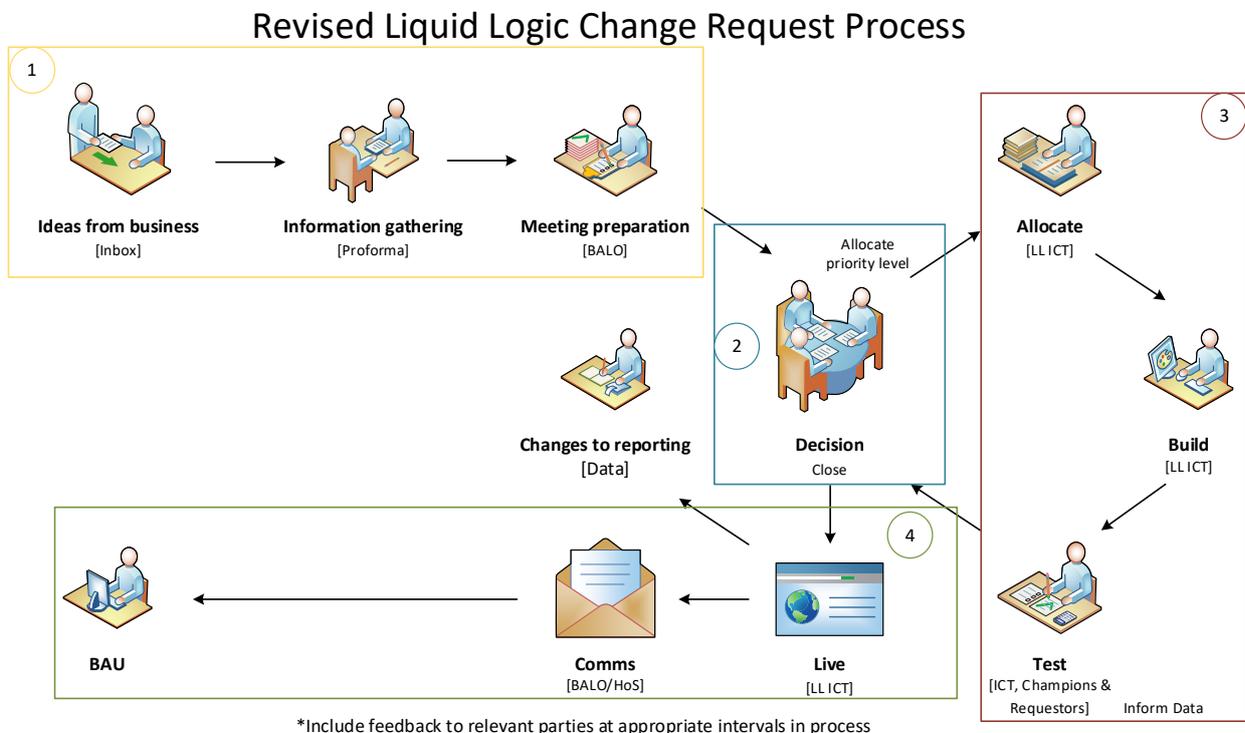
The Liquid Logic change request process refers to requests made from staff within the service to make changes to the LCS & EHM systems – these could be tweaks to a drop-down box, adding a new form etc. As you may be aware the change request process has been under review for the past few months. Following feedback, a new process has been developed and agreed by senior leadership to go live with immediate effect.

Why is it changing?

Feedback suggested that the current change request process was not working as intended. There is an identified need for improved oversight and tracking to progress requests from idea formulation to being built in live. With the number of current improvement areas there are pressures on the application support team and a clear tracking and prioritisation process will allow this to be managed better. Additionally, there is a need to ensure all staff are informed of changes to the system and how this will impact practice.

What is the new process?

The new process will work in 4 stages as shown in the diagram below. This is based on an initial stage of screening and triaging the new requests to ensure the request is fully understood before it is then allocated a priority and resource at the decision meeting. ICT colleagues will work alongside those requesting the change to ensure the build and testing meetings the requirements of the service before all changes being signed off and launched in a consistent manner.



What does this mean for me?

Any member of staff will be able to generate and send a change request to the inbox without having to go through their local Liquid Logic champion. Following submission of a request, the requester will be invited to a discussion to gather further detailed information about their requirements and the impact the change may have on the system. Requestors will be kept informed of the progress of their request and will be essential to testing to ensure their change request meets their requirements.

There will also be a change to the expectations of Liquid Logic Champions (User Group). A new Terms of Reference will be communicated, and the User Group will be key to supporting critical elements of the process including testing of new requests before they go live.

The new inbox is now live, and requests can be submitted to CYPLiquidLogicChangeRequests@gloucestershire.gov.uk from today.

If you had previously submitted a change request which isn't in the live system yet, then please email the above inbox as we work to collate all outstanding work.

Please take the time to discuss the new process within your teams and consider ideas for change which could positively impact ways of working with the system.