

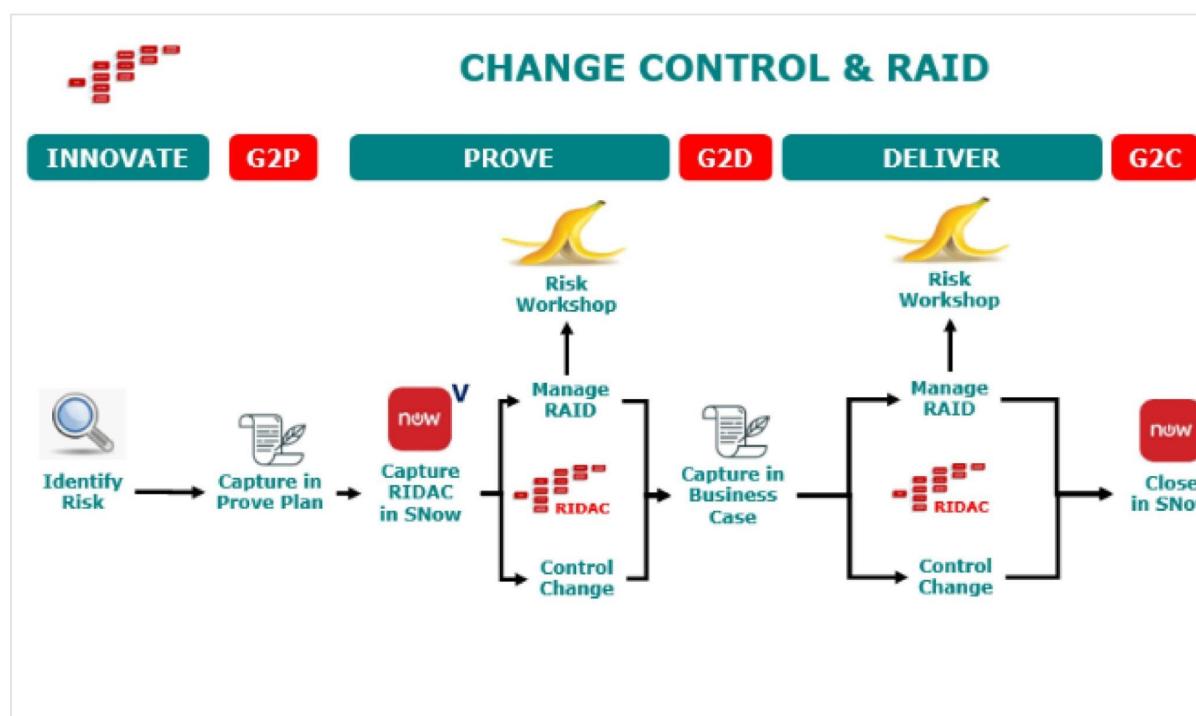


Change Control & RAID or RIDAC

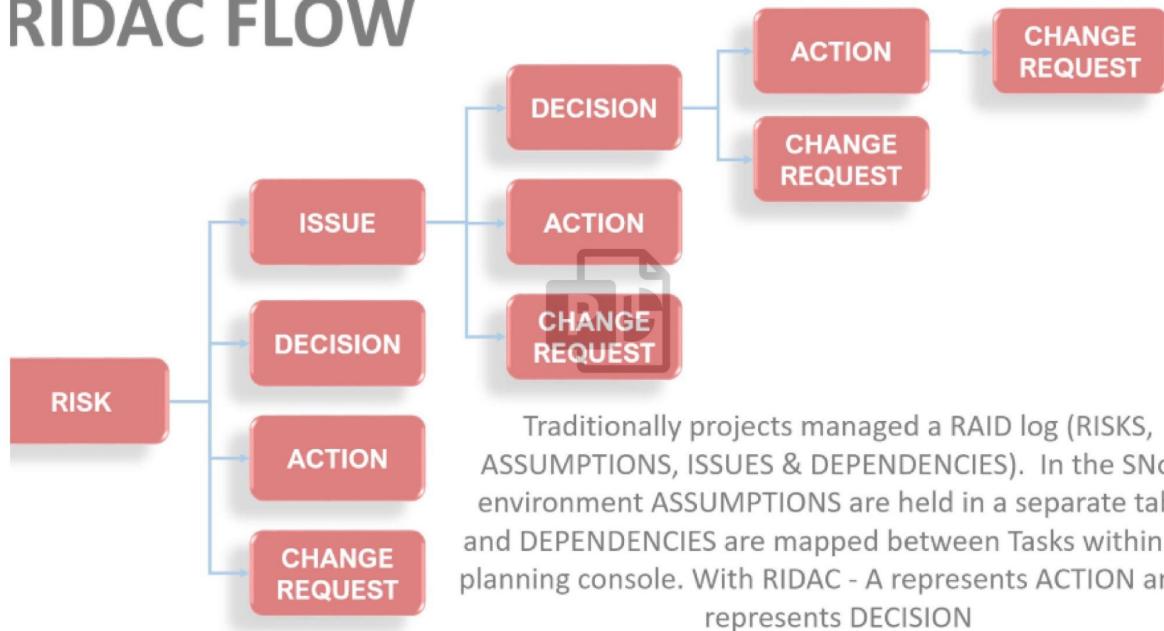
ServiceNow extends the traditional RAID log to include Change Control through the use of a set of records that cover Risk, Issues, Decisions, Actions and Change Requests (RIDAC).

The aim of the RIDAC function is to easily associate and manage Risks as they become Issues which in turn generate Actions, Decisions and project Change Requests.

Each type of record may be generated independently of each other or can be spun off from an existing one (see below)



RIDAC FLOW



Risk Standards



Milestone Change Control.pptx



Change Risk & Assurance



Change Harm Table



Change risk universe

Training

	Name ↑ ▾	Description	Format ▾	M
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 Milestone Change Control.pptx	Overview of change control for milestones	Powerpoint	4
 POL Project Risk Management Sta...	Updated advice on RIDAC and Risk Management	Powerpoint	N
 RIDAC Fundamentals.pptx	Overview of RIDAC on SNow	Powerpoint	A
 RISKS ISSUES Statements Overvie...	Video overview of Risk Statements in SNow. Based on Kelly Punter's Changing Change presentation.	Video	A

Templates

 Description	Name 	Mandated 	A

	A template that can be tailored to the specific needs of a project or programme when providing SteerCo/Senior Stakeholders with updates and for decision making'	SteerCo Status Report template.p...	Yes	P
	Summary of the projects achievements as against the baseline plan with any subsequent change requests	REQUEST TO CLOSE REPORT PRJn...	Yes	S IT Fi H
	From July 2019 all RAID logs for projects are entered and maintained in ServiceNow against the project.	RAID Log in SNow.url	Yes	P
	This template outlines the problem or opportunity and the mini-project plan required to prove the business outcome are viable and the assumption correct. It is submitted to seek Approval to Prove and request seed funding	PROVE PLAN.docx	Yes	S Fi H
	If project is outside of tolerance for time, cost or quality - it must submit this form to PRB. This form is also used to request funding drawdown for waterfall projects	PROJECT CHANGE REQUEST PRJn...	Yes	S IT Fi H
	HoTPs have devolved Governance authority under certain conditions. This paperwork has to be completed and approved by the HoTP before SPO will process the project.	Project Brief (HoTP Devolved).docx	No	IT Fi H S
	Contains the information required to instruct the project team on the delivery method	PID PRJname PRJcode.docx	Yes	H
	PPMO document to support the Project Healthcheck process	Health Check 1st Tier Assurance.xls...	No	N

Project Charter

 Outline the expected benefits to be achieved and costs incurred through the delivery of the project. To guide the project execution and to support portfolio	BUSINESS CASE WATERFALL PRJn...	Yes	S Fi H
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