Section 1. Introduction

1.1. Purpose

The Enterprise Operational Change Management Plan (EOCM) (Plan) defines Federal Student Aid's enterprise operational change management concepts related to operational change management, enterprise events, configuration management and release management. This Plan provides guidance to individuals responsible for, or involved in, enterprise operational change management.

As Federal Student Aid conducts improvement activities, modifications will occur to processes and procedures defined in this Plan to address both configuration management of enterprise artifacts and further integration of enterprise operational changes with release activities of Federal Student Aid student aid delivery systems.

1.2. Background

Information technology investment management (ITIM) is a continuous, integrated management process focused on achieving desired business outcomes and provides a mechanism for the continuous selection, control, and evaluation of IT initiatives. From a budgeting perspective, budget formulation occurs during the Select Phase, and budget execution occurs during the Control and Evaluate Phases. Federal Student Aid performs all three of the Office of Management and Budget (OMB) and Government Accountability Office (GAO) prescribed ITIM phases, as depicted in Figure 1-1.
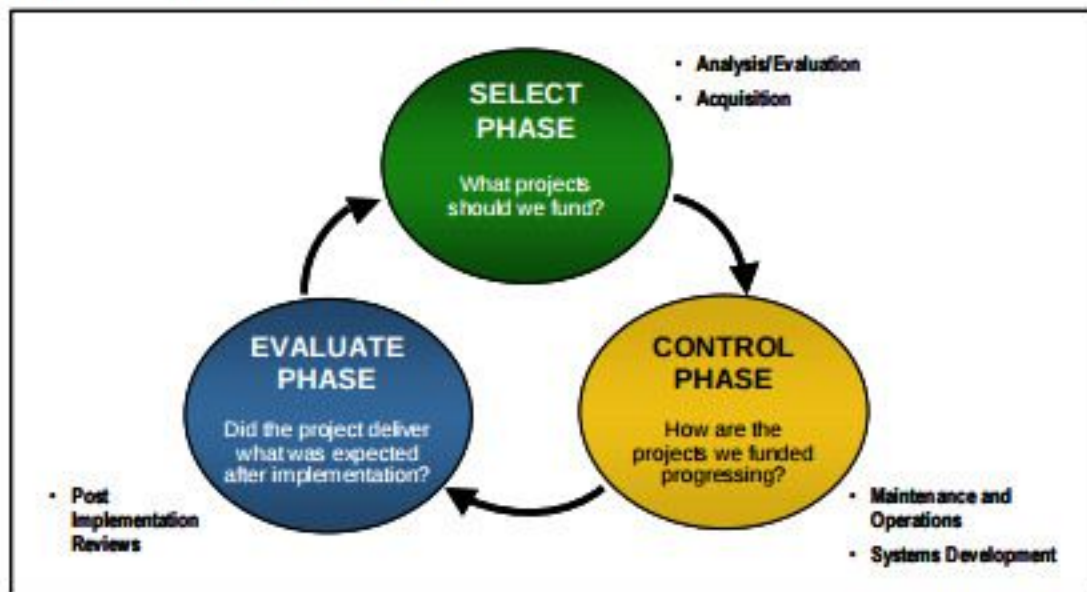

Figure 1-1: OMB and GAO Prescribed ITIM Phases and Federal Student Aid Activities