

# **Police Corporate Data Model (CorDM) and Corporate XML (CorXML)**

## **Guide to the CorDM Change Management Process**

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**Product Control Page**

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## **1 INTRODUCTION**

### **1.1 Purpose of the Document**

The Information Standards Team (IST) is responsible for the development and improvement of the Police Service Corporate Data Model (CorDM) and related CorXML schema files. The team is also responsible for the maintenance of the NSPIS Common Data Model (CDM). These metadata items are collectively referred to in this document as Information Architecture Products. These products support application development and systems integration efforts across the Police Service of England and Wales.

The primary purpose of this document is to describe the Change Management process which is to be used for the CorDM. It covers the process for requesting, recording, and agreeing (or rejecting) changes to the Information Architecture Products. This document provides a template form to facilitate the submission to IST of a Problem/Requirement. All changes to the Information Architecture Products, including those raised by IST will be subject to these procedures. The same basic process, with some specific refinement, is also used for introducing changes to the CDM.

### **1.2 Background**

The design and implementation of a Change Management process is driven by the need to standardise and share data items across a variety of applications across the police forces. The process by which new data requirements and model enhancement requests are submitted, evaluated, implemented, verified and completed is critical to the successful delivery of future versions of the models.

### **1.3 Intended Audience**

The audience for this document includes members of police force IT departments, NPPIA Product Management Team and Project Teams, and third party information service suppliers to the Police Service with an interest in the CorDM and related products. It will be of particular interest to those users who need guidance on how to initiate a Problem/Requirement.

### **1.4 References**

The procedures have been drawn up with reference to the IT Infrastructure Library (ITIL) Service Management Guide.

## 2 THE CORDM CHANGE MANAGEMENT PROCESS

The Change Management Process is conceptually comprised of two stages, namely:

- The Problem/Requirement Analysis Stage
- The Request For Change (RFC) Specification and Implementation Stage

An outline of the process is shown at figure 1.

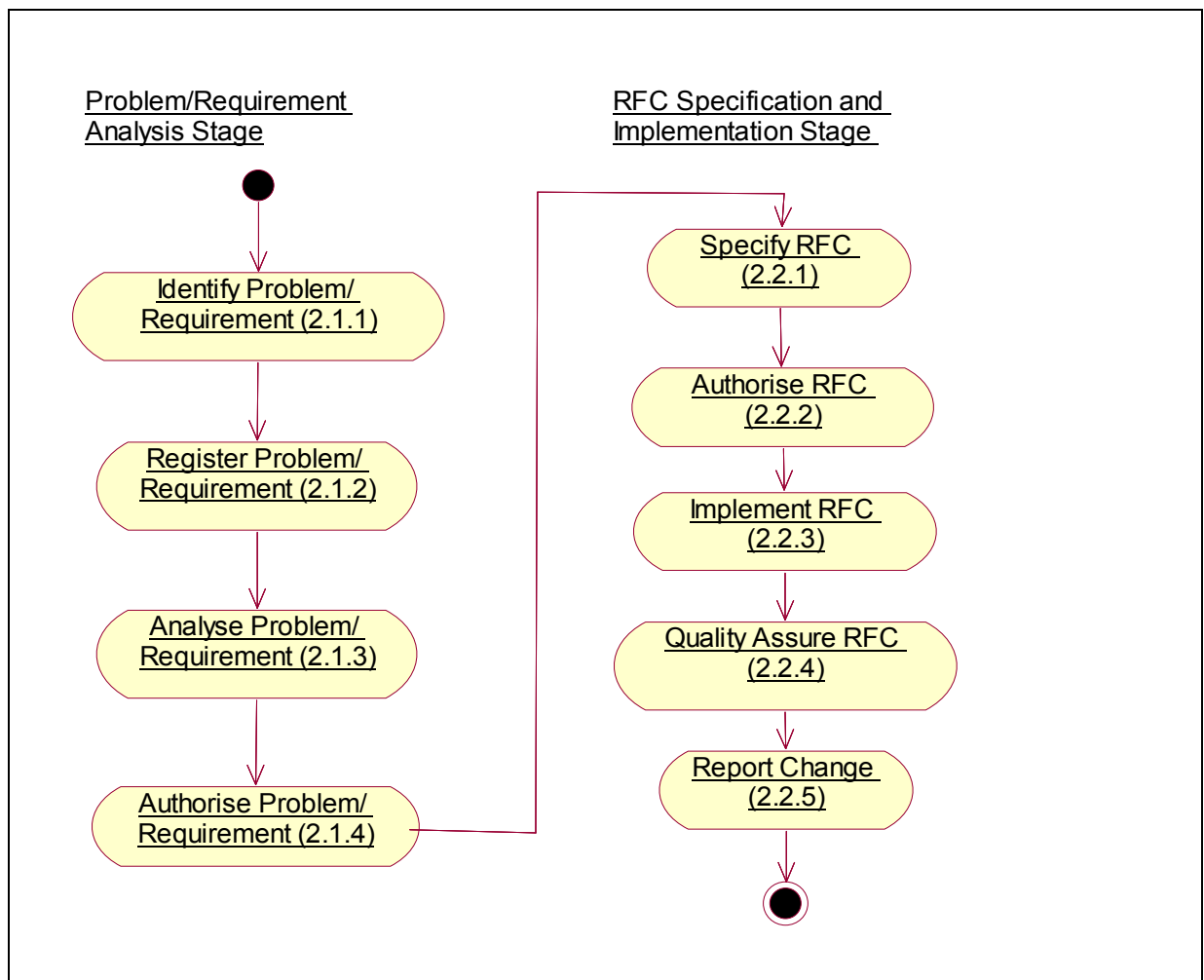


Figure 1: The CorDM Change Management Process

### 2.1 The Problem/Requirement Analysis Stage

This stage comprises activities which include the receipt, registration and authorisation of a Problem/Requirement.

### 2.1.1 Identify Problem/Requirement

The overall process is activated when a CorDM stakeholder identifies either a problem or a new requirement which will require a change to the Information Architecture Products developed by the IST.

The person initiating a change (the Customer) must send a completed Information Standards Problem/Requirement form (Appendix A) to the IST ([isg@npia.pnn.police.uk](mailto:isg@npia.pnn.police.uk)). This email address should be used for all communication regarding Change Management.

The Customer must complete the following sections of the Information Standards Problem/Requirement form.

#### **Customer Details:**

- Name
- Job Title
- Organisation
- Contact Details (including email address) for the individual requesting the change

#### **Requirement Details:**

- Title – the title of the problem/requirement identified
- Date Created
- Reference Number – customer reference
- Requirement Type – indicates whether the problem/requirement affects the CorDM, the CDM or both
- Priority – an indication of the priority that should be given to providing a resolution. This should be classified as either High (Not fit for purpose/Unusable and must be corrected), Medium (Usable but requires action), or Low (The defect does not affect the usability of the product). Supporting information must be provided for those given a High classification.
- Description – this should provide full details of the problem/requirement, and the Information Architecture Product to which it relates. The description should be used principally to define the problem or requirement, not the solution. It is accepted that for trivial requirements the statement of the problem may virtually propose the solution, but for more complex issues the customer should concentrate on explaining the problem but is not precluded from offering a possible solution.
- Business Benefit/Justification – this should provide the benefits of addressing the problem/requirement in terms of Police Service IT

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capability improvements, and the risks associated with not addressing the issue.

- Associated Documents - The Customer should provide supporting evidence that will help the IST to understand the issue and to make an informed decision. This might include application specific details, such as the context in which the data item is being used, or process model information. Documents provided are managed in a secure repository.

In order to improve control over who submits Problem/Requirements, and to facilitate clearer lines of communication, it is suggested that individual forces each develop a local policy to ensure that they have a central point through which all Problem/Requirements are submitted to IST.

### 2.1.2 Register Problem/Requirement

On receipt of a completed Problem/Requirement form:

- the details are entered into the IST Problem/Requirement register. This register includes fields which will be used to track its progress;
- the IST will acknowledge receipt within 2 working days; the receipt will include the unique Problem/Requirement Number; This number should be used to identify the Problem/Requirement in any further communications with IST;
- the IST Change Manager will categorise the Problem/Requirement as Major or Minor depending on its scope. This will determine the level of authorisation required for any subsequent RFCs;
- the IST Change Manager will assign the Problem/Requirement to an IST Problem/Requirement Manager, who is then responsible for ensuring that the issue is progressed through the process, and for keeping the customer informed of its progress;
- the IST Problem/Requirement Manager will, if necessary, seek clarification of the issue from the Customer. The telephone may be used during the clarification of a Problem/Requirement raised via email.

### 2.1.3 Analyse Problem/Requirement

The IST Problem/Requirement Manager ensures that the Problem/Requirement undergoes a technical analysis by IST in terms of the business context and the nature of the issue. This analysis will provide details of the likely impact any proposed change will have on the Information Architecture Products.

### 2.1.4 Authorise Problem/Requirement

The output of the technical analysis is presented to the next Change Advisory Board (CAB) meeting for authorisation. The CAB is a group responsible for authorising work on a Problem/Requirement. Its membership is drawn from the IST. The CAB meets weekly and the frequency of the meeting may be increased via electronic meetings to meet any upsurge in demand for changes. The CAB may approve or reject a Problem/Requirement.

Following the approval of a Problem/Requirement, the IST Problem/Requirement Manager is responsible for ensuring that IST raises appropriate RFC(s) to resolve the issue.

If the CAB decides to reject a Problem/Requirement the IST Problem/Requirement Manager will inform the Customer immediately via e-mail. If the CAB approves the Problem/Requirement the IST Problem/Requirement Manager will keep the Customer informed of its progress at key decision points.

A Problem/Requirement may be withdrawn by the Customer at any stage in the Change Management Process.

## 2.2 The RFC Specification and Implementation Stage

This stage covers the formal identification and documentation of the RFC(s) resulting from the authorised Problem/Requirement, together with the implementation and quality assurance of resultant changes made to the Information Architecture Products.

### 2.2.1 Specify RFC

A Problem/Requirement may result in one or more RFCs, which are raised by IST. The IST Problem/Requirement Manager ensures that the RFCs raised identify the full details of each change that needs to be made to the model, CV list, XML Schema or Data Standards catalogue.

### 2.2.2 Authorise RFC

An RFC whose parent Change Requirement has a minor scope, can be authorised by the Change Manager.

An RFC whose parent Change Requirement has a major scope, needs authorisation by the CAB.

RFCs will be presented to the weekly CAB meeting for authorisation. When the CAB wishes to obtain a wider view before reaching a decision, the RFC will be issued to the CorDM User Group (CorDMUG) for their comments.

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The CorDMUG is made up from interested representatives of the Police Service CorDM user community. The IST actively welcomes members of the CorDM user community who are willing to offer their knowledge and experience by becoming part of the CorDMUG. Expressions of interest should be sent to the IST ([isg@npia.pnn.police.uk](mailto:isg@npia.pnn.police.uk)).

RFCs that IST issue to the CorDMUG for comment will include details of the initial Problem/Requirement together with RFC details. Recipients will be asked to return their comments by a given return date. Comments will then be collated and used by the CAB to inform their subsequent decision.

In cases where the CAB is unable to decide because there is a difference of opinion within the CorDMUG, the issue will be passed to the Information Standards Working Group (ISWG) for arbitration. The ISWG is made up of a subset of the CorDMUG membership.

The CAB may reject an RFC, in which case the Problem/Requirement Manager will decide whether to resubmit a revised RFC, or if necessary to step back and re-analyse the Problem/Requirement.

### 2.2.3 Implement RFC

The IST Problem/Requirement Manager is responsible for ensuring that approved RFCs are implemented. All Information Architecture Products are kept under configuration management, and all changes made to them are traceable back to both the RFC and the parent Problem/Requirement that generated them.

### 2.2.4 Quality Assure RFC

Implemented RFCs are quality reviewed among peers at two levels, individually at the RFC level and collectively at the Requirement level.

### 2.2.5 Report Change

On completion of the requirement level quality review, the changes are published on the CorDM web site together with a Change Report. This lists all the changes made to the CorDM since the last publication.

The progress of individual Problem/Requirements and RFCs will be tracked, and regular reports produced for the Change Manager, detailing those completed, those outstanding and their current state of progress.

**Appendix A: Problem/Requirement Form**

<b>Information Standards Problem/Requirement Form</b>	
<b>Customer Details</b> (if you have submitted a Problem/Requirement before, and your details haven't changed, only supply name and email)	
<b>Your Name:*</b>	
<b>Job Title:</b>	
<b>Organisation:*</b>	
<b>Address:</b>	
<b>Telephone No:</b>	
<b>email:*</b>	
<b>Problem/Requirement Details</b>	
<b>Title:*</b>	
<b>Date Created:</b>	
<b>Your Ref No:</b>	
<b>Req Type:*</b>	CorDM / CDM / Both CorDM and CDM
<b>Priority:*</b>	High / Medium / Low (justification must be provided for those marked High)
<b>Description:*</b>	
<b>Business Benefit / Justification:*</b>	
<b>Assoc Documents (where relevant):</b>	

Sections marked '\*' are mandatory data fields

Please return form to [isg@npia.pnn.police.uk](mailto:isg@npia.pnn.police.uk)

**Appendix B: Acronyms and Abbreviations**

<b>Abbreviations</b>	<b>Name</b>
CAB	Change Advisory Board.
CDM	Common Data Model
CorDM	Corporate Data Model
CorDMUG	Corporate Data Model User Group
CorXML	Corporate XML
CV	Constrained Value
IST	Information Standards Team.
ISWG	Information Standards Working Group.
ITIL	Information Technology Infrastructure Library.
RFC	Request for Change. This corresponds to a Change Activity

**Appendix C: CorDM Change Management Process - Roles**

<b>Role</b>	<b>Responsibility</b>
Customer	Raising Problem/Requirements
IST Change Manager	Overall responsibility for the CorDM Change Management Process. This includes categorisation, allocation to a Problem/Requirement Manager and authorisation of minor changes.
IST Problem/Requirement Manager	Ensuring the progression of an individual Problem/Requirement and monitoring its progress. Keeping the Customer informed.
CAB	Authorisation of Problem/Requirements and RFCs.
CorDMUG	Commenting on RFC proposals when asked to do so by the CAB.
ISWG	Making final decision on issues forwarded by the CAB.