Change Request Flow Chart

This library item is related to the following area(s) of work:

CMMI (http://www.sei.cmu.edu/cmmi)

This article was originally published in News at SEI on: June 1, 2000

The following chart presents an example of how a change request was filtered through the CMMI peer review process.
Issue: Add a process area for hospital management.
Arguments: Hospital management is critical to our business.
Focus Groups: The medical organizations face a group made this its number one action item.
Weighting: 55 different organizations requested this change.

Step One: Open/Close decision
- **Rationale:** There are more than 100 CRs asking for this new PA.

Decision: Open this issue. Look at any potential overlap with other PAs and determine the maturity level and category where it should belong.

Step Two: Resolution recommendation
- **History:** Minitask open/close decision.
  Open this issue. Look at any potential overlap with other PAs and determine the maturity level and category where it should belong.

- **Rationale:** The demand for this PA is strong.

Decision: Add "Hospital Management" as a process area.
Recruit new PDM members from major hospital groups and HMO organizations.

Step Three: Resolution decision (when Editor Review is necessary)
- **History:** Minitask resolution recommendation.
  Add "Hospital Management" as a process area. Recruit new PDM members from major hospital groups and HMO organizations.
  Minitask open/close decision.
  Open this issue. Look at any potential overlap with other PAs and determine the maturity level and category where it should belong.

- **Rationale:** Using "health" instead of "hospital" will allow this PA to apply to other medical-related organizations.

Decision: Add "Health Management" as a process area. Recruit new PDM members from major hospital groups, HMO organizations, drug researchers and manufacturers, and other related health organizations.

Step Four: Recommended implementation (in preparation for peer review)
- **History:** Editor team decision.
  Add "Health Management" as a process area. Recruit new PDM members from major hospital groups, HMO organizations, drug researchers and manufacturers, and other related health organizations.
  Minitask resolution recommendation.
  Add "Hospital Management" as a process area. Recruit new PDM members from major hospital groups and HMO organizations.
  Minitask open/close decision.
  Open this issue. Look at any potential overlap with other PAs and determine the maturity level and category where it should belong.

- **Rationale:** Build on concepts already achieved in existing standards.

Decision: Use the written parts of the U.S. Health Standard 100, plus a few additions from other sources, constitute the PA that was provided for peer review.

Step Five: Approved implementation (approved during peer review)
- **History:** Minitask implementation recommendation.
  Use the written parts of the U.S. Health Standard 100, plus a few additions from other sources, constitute the PA that was provided for peer review.
  Editor team decision.
  Add "Health Management" as a process area. Recruit new PDM members from major hospital groups, HMO organizations, drug researchers and manufacturers, and other related health organizations.