



Cabinet Office

**DDaT Capability Framework Team:
Change request process**

Governance Process

Governance

User story

As a user or stakeholder of the Capability Framework I need to know how I make a request for change, how the change request is assessed and how long it takes for a change request to be actioned.

The change request process

Request

Triage

Implementation

Completion

Notification

A Five Step Process

Step 2: Triage

Head of Community working with **DDaT Capability Framework Team** triage the request according to a set of criteria. Evidence is submitted using the change request form and supplemented by the DDaT Capability Framework Team.

Criteria: evidence provided by requestor

- Is this a specialist skill role needed for build, design or delivery of digital products Services?
- What is the main reason/ motivation behind the request?
- If new role: how does this role link to an existing or potential career pathway?
- If this isn't a specialist role -how is it critical to functional delivery?
- Do we have enough detail to begin implementation process (e.g. content of change request).

Criteria: evidence provided by DDaT Capability Framework Team

- Is there a clear cross government need?
- What patterns/ trends are we seeing in the wider market relating to this request?

Change Request Form

Form V1

Capability Framework

Change Request form

Section 1: Background

Department: Name: Triaged by: DDaT Capability

Section 1: Please outline the change that you wish to make?

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Section 2: Please select the overall type of change from the drop-down list in cell below

Section 3: Please provide evidence to support this change request (we will reject change requests with insufficient information)

All forms to be sent to ddatprofession@digital.cabinet-office.gov.uk

Link [here](#) for Change request form.

Link [here](#) for Content change request form.

Implementation: major changes

Triaged with HOC- sponsor change progressing to implementation

Community Review Board: review, amend and develop content

Final Content Review

Pay alignment

Cross profession alignment

Head of Community & Head of DDaT Cap Team sign off

Where needed FLG/DTLN awareness

Completion

Minor changes go for content development, alignment where needed and final sign off

Governance Process: Timeline for Change Requests

Requests submitted by end of month	Requests sized, backlog management	Triage to Completion (4-6 weeks)	GOV.UK publication & Assets
February	March	April	May
May	June	July	August
August	September	October	November
November	December	January	February
Who's involved?	Capability Framework Team	HOC, Content & Community Members	Content

Our ask of you as a change requestor

CHANGE REQUESTS FOR CAPABILITY FRAMEWORK	DEADLINES FOR CHANGE REQUESTS
<ul style="list-style-type: none">● Complete Change request form● Detailed information on the nature of the request● Involvement with Communities of Practice in reviewing content changes.	<ul style="list-style-type: none">- End of February- End of May- End of August- End of November

Annex

Governance Process: Roles and Responsibilities

DDaT Capability Framework Team : manage end to end change request process. Triage request with Head of Community. POC with requestor, Community Manager, GOV.UK and network.

Community Manager: organises and facilitates Community Review Boards (including outputs) and coordinates triage meetings.

Heads of Community: triage change requests, act as sponsor for change progressing to implementation phase. Final sign off on major changes.

Community Review Boards (*made up be relevant members of the community for the change/job family along with content*). Develop content of change requests, identify issues, user considerations.

Head of DDaT Capability Team: acts as joint final sign off on major changes

Content: ensure adoption of UCD principles, support development of change requests through community review boards, final content sign off and publish to GOV.UK.

Pay Lead: ensure alignment of pay to relevant pay grouping. Engage departments on pay.