JACKSONVILLE STATE UNIVERSITY

Manual of Policies and Procedures

POLICY NO.: VII:04 **DATE: June 2021**

REVIEW/REVISION DATES: August 2026

SUBJECT: Information Technology Change Management Policy

APPROVED: Dr. Don C. Killingsworth, Jr., President

PURPOSE

This policy ensures that changes to Banner Ellucian systems are managed in a rational and predictable manner by applying a repeatable process to control change, so that staff and end-users can plan accordingly.

SCOPE

This policy applies to all Banner Ellucian production systems that are maintained by, on behalf of, or involve the IT resources of the Division of Information Technology. The scope of this document deals with non-routine changes related to Banner Ellucian products and software configuration. Systems outside the preview of the Division of Information Technology are strongly encouraged to follow this policy.

POLICY

1. Every change to a Banner Ellucian product, such as operating systems, computing hardware, networks, and applications, is subject to the Change Management Policy and must follow the Change Management Operating Procedures.

2. The Banner Coordinating Committee will meet monthly to review Ellucian released patches and upgrades to ensure that change reviews and communications are being satisfactorily performed.

3. Only significant, major, and emergency changes, as defined in the Change Management Operation Procedures, require the submission of a Technology Support Ticket.

   a. Standard changes, as approved by the Banner Coordinating Committee, do not require formal written requests for change but still require customer notification.

4. An emergency Change is defined as a change that must be made to address an issue that is impacting service levels, a change that increases risk if not implemented, or a change that must be implemented in a timeframe shorter than outlined for a normal change in the Change Management Operation procedures.

a. Emergency changes still require the formal submission of a Technology Support Ticket, prior to the change, as outlined in the Change Management Operation Procedures.

5. A formal ticket is not required to address Break/Fix issues. Break/Fix issues are defined as outages of IT resources that require immediate changes to bring theresource back into working order.

6. All non-emergency requests must be submitted in accordance with Change Management Operating Procedures with 2 weeks of prior notice so that the Banner Coordinating Committee has time to review the request and obtain necessary approvals.

7. All significant and major changes to Banner Ellucian products must receive approval before proceeding with the change. In the event of necessary emergency changes, the appropriate documentation must be submitted promptly for review.

8. Customer notification must be completed one week in advance of the change, following the steps outlined in the Change Management Operating Procedures.

Technology Support Tickets will serve as a log for all changes to Banner Ellucian products.

Change Requesters are responsible for ensuring adherence to this policy and associate procedures when planning and executing changes to Banner Ellucian products.

The Banner Coordinating Committee is responsible for approving or denying all submitted requests for change.

RESPONSIBILITY

The Chief Information Officer is responsible for this policy.

EVALUATION

This policy will be reviewed at least every two (2) years by the Chief Information Officer.