

College Procedure: 700.4 – IT Change Management

Policy Reference: 700 – IT Security
Responsible Department: Information Technologies
Approval Authority: Cabinet
Procedure Owner: Vice President, Information Technologies
Effective Date: 02/09/2017

Version Number: 2
Legal Counsel Reviewed (yes/no): No
Scope: College-wide

Reason for Procedure

The purpose of the Change Management procedure is to manage changes in a rational and predictable manner, so that staff can plan accordingly.

The Procedure

This procedure applies to all changes (additions, deletions and modifications) to an information technology resource regardless of who initiates the change. This encompasses changes to the live environment, which includes:

- College's shared IT infrastructure, including but not limited to hardware, software, operating system, data and voice network and applications;
- environmental facilities supporting the College's shared IT infrastructure, including but not limited to air-conditioning, water, heat, plumbing, electricity, and alarms;
- HVAC Units for Data Centers;
- UPS and PDU units; and
- data and databases.

The procedure does not apply to changes to test systems, providing they are isolated from the live environments.

General

- Any change to an information technology resource must be performed in compliance with the College's IT Infrastructure and Systems Change Management procedures.

- Changes require two steps of approval prior to commencing the development or testing of a change (a Change Request) and prior to releasing the fully tested change into the live environment (a Release Request).
- All changes must be submitted through the CMDB (Change Management Database).

Change Request Approval Process

- A Change Advisory Board (CAB) of relevant IT Services staff, appointed by the Executive Director of Application Support & Development and Executive Director IT Infrastructure, will meet regularly to process Change Requests in accordance with change management procedures. A representative from the work area proposing the change is invited to attend the CAB.
- A Change Manager, appointed by the Executive Director of Application Support & Development and Executive Director IT Infrastructure, will chair the CAB.
- Change Requests must be submitted in accordance with change management procedures so that the CAB has time to review the request, determine and review potential failures, and make the decision to allow or delay the request.
- A Dean or Director must endorse Change Requests prior submission to the CAB. For ERP related Change Requests, relevant administrative and academic staff represented on the OTAC will be consulted and must approve the changes.
- Change Requests must receive CAB approval before proceeding. ERP related Change Requests must receive CAB and OTAC approval before proceeding.
- The CAB has the authority to deny a Change Request (or send it back to the requestor for further detail and study) for reasons including, but not limited to: inadequate planning, the timing of the change will negatively affect a key business process, or if adequate resources are not readily available.

Emergency Change Requests

- Emergency Change Requests must be submitted to the Change Manager in accordance with the change management procedures.
- The Change Manager has authority to approve the emergency Change Request in conjunction with the Executive Director Application Support & Development and Executive Director IT Infrastructure.
- The Change Manager must report all emergency Change Requests to the CAB in accordance with the change management procedure.

Release Requests

- A "release" is part of a Change Request, this refers to all Change Requests that are tested and introduced into the live environment together. A Release Request must be raised for all changes, including emergency changes once the change(s) has been fully tested.

- The Executive Director of Application Support & Development and the Executive Director IT Infrastructure, have the authority to refer the Release Request back to the CAB if it is not consistent with the approved Change Request(s).
- Release Requests must receive approval from the Executive Director of Application Support & Development and the Executive Director IT Infrastructure prior to release to the live environment.
- The Change Manager will communicate the details of the release to business users and IT staff. The Change Manager will arrange for the Release Request to be actioned once the Release Request is approved.

Process of Appeal

- The process of appeal for Change Requests denied by the CAB is via the Executive Director of Application Support & Development and the Executive Director IT Infrastructure. Appeals are made via email.

Unauthorized Changes

- Changes that do not comply with the Change Management procedures are classified as 'unauthorized changes'.
- Technology Services resources will not be made available or committed for an unauthorized change.
- Technology Services has the authority to reverse any unauthorized changes that cause, are suspected of causing, or have the potential to cause disruption to other users of the services.

Definitions

Change: MODIFICATION TO AN EXISTING SERVICE, MAINTENANCE TO AN EXISTING SERVICE OR A PROJECT TO INSTALL A NEW OR UPGRADED SERVICE.

Emergency Change: A REPAIR TO A CURRENT BREAKAGE AND / OR A CHANGE REQUIRED TO PREVENT AN IMMINENT BREAKAGE IN THE LIVE ENVIRONMENT.

Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	02/09/2017	Jon Neff, Vice President, Technology Services	New procedure

Version Number	Date Approved	Approved by	Description of Change
2	08/28/2019	Cabinet	Procedure template