

**College Procedure: 700.5 – Communication Requirements for
Technology Changes or Maintenance**

Policy Reference: 700 – IT Operations
Responsible Department: Information Technologies
Approval Authority: Cabinet
Procedure Owner: Vice President, Information Technologies
Effective Date: 12/13/2011

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

Reason for Procedure

This procedure will benefit the College by ensuring critical communication happens with each change or maintenance activity that affects a significant amount of our infrastructure and/or customers. The procedure will help contain risk by ensuring good planning and communication happens prior to, during and following any change activity.

The Procedure

10 Days or More Prior to Activity:

Project/Activity Name: Name the project or activity.

Brief Description of Work: Summary of what is being done.

Customer Impact: Consider what customers, locations, and services are supported by the equipment and will be out of service during the maintenance window.

Benefit: What is the benefit of performing the work, ability to expand services, improve services, standardize...

Timing: What is the planned timing of the work? What timing considerations were made in terms of what functions and groups the equipment supports? Who was consulted, do we need to notify customers...

1 Day or More Prior to Activity:

Reiterate same information and confirm that the activity is as scheduled.

Following Activity:

Write a follow-up regarding the results.

Project/Activity Name: Name the project or activity.

Status: What was the result of the activity? Was it successful, or were there complications?

Revision Log

Table 1 Revision Log

Version Number	Date Approved	Approved by	Description of Change
1	12/13/2011	Jon Neff, Vice President, Technology Services	New procedure
2	08/29/2019	Cabinet	Procedure template