

Basic Change Management Procedures

PURPOSE

The purpose of these procedures is to provide a tool for ICT to managed and implement changes to ICT-supported information technology in a way that minimizes risk and impact to the university community.

For purposes of this procedure, a change is defined as anything that transforms, alters, or modifies the operating environment or standard operating procedures that have potential to affect the stability and reliability of ICT-supported information technology infrastructure and disrupt the business of the University.

This document provides baselines for the change management procedures for the three major change categories: Planned Major Changes; Maintenance and Minor Updates; and Emergencies and Unplanned Outages.

SCOPE

These procedures are to provide guidelines for the more detailed departmental procedures to be used for changes to ICT-supported systems (hardware, software, applications, and network environment) upon which any functional unit of the university relies in order to perform its normal business activities. Examples of these systems include, but are not limited to: Banner and other software applications, Oracle, Exchange, LDAP, Telephone, Fire Alarm, Email, Servers, the network, Learning Management systems and others including services provided by cloud service providers. Changes not covered by this policy are changes that affect only an individual. Examples of changes not covered under the scope of this policy include, but are not limited to, changes to an employee's desktop or laptop computer, allocation of IP addresses, updates to an office phone, etc.

AUDIENCE

These procedures are to be used by ICT personnel who install, operate or maintain the aforementioned information technology upon which any unit of the university relies in order to perform its normal business activities.

Planned Major Changes

Examples of this type of change are:

- Change that results in business interruption during regular business hours
- Change that results in academic interruption within a term
- Change that results in business or operational practice change
- Changes in any system that affect disaster recovery or business continuity
- Introduction or discontinuance of a new information technology service

Planned Change Management Procedures:

1. Refer to the description of procedures/process/flow that each of the following areas follow:
 - Network
 - Applications
 - Systems
 - Databases
2. The minimum elements to be included in a documented change are:
 - description of the change; one or two sentences,
 - the date and time, that the change is scheduled to be implemented
 - the main contact; others should contact this person on questions, issues responsible management contact
 - name of customer who will sign off of the change if applicable
 - back out procedures,

- risk of change,
- 3. Changes that impact the entire university will be communicated through established electronic vehicles like email, Hotline, My.nmsu, and the NMSU home page.
- 4. The leadership team will review, discuss, approve or deny the request for change or request additional information. These discussions will be reflected in the Leadership Team meetings minutes.
- 5. After change is implemented, there should be documentation of whether the implementation was successful and/or issues resulting from the change.

Maintenance and Minor Updates

Examples of this type of change are:

- Application-based security or business needs patches
- Operating system patches (critical, hotfixes, and service packs)
- Regularly scheduled maintenance
- Changes that are not likely to cause a service outage

Maintenance and Minor Updates Change Management Procedures:

1. An email will be sent to affected parties (including manager and director of service) with the following information.
2. The minimum elements to be included are:
 - short description of the change
 - the date and time, that the change is scheduled to be implemented
 - main contact; others should contact this person on questions, issues
 - name of customer who will sign off of the change
3. Communicate change to affected parties
4. The director or manager or customer may choose to not approve the change.
5. The audit trail will be in the form of logged emails.

Emergencies and Unplanned Outages

Examples of this type of change are:

- Building is without service
- A severe degradation of service needing immediate action
- A system/application/component failure causing a negative impact on business operations
- A response to a natural disaster
- A response to an emergency business need
- A change requested by emergency responder personnel

Emergency and Unplanned Change Basic Procedures

1. Emergencies are to be resolved as quickly as possible
2. As soon as is possible it will be reported to the manager/director responsible for the service.
3. The manager/director will notify upper management of the impact.
4. The university community will be notified if impacted.
5. The manager/director will send an email to document process and communication.
6. This will log the communication and serve as record of the issue and its resolution.
7. This communication should provide sufficient details of the cause and resolution.
8. It should also indicate whether additional steps need to be taken to minimize re- occurrence of the emergency.

Revision Date File Name Comments

May 9, 2016 Basic Change Management Procedures - Non-Substantive edits

August 1, 2007 Basicchangemanagementprocedures08-01-07.doc Initial ICT Change Management Policy

September 22, 2007 Basicchangemanagementprocedures09-22-07.doc Revised as per ICT leadership team and audit services

October 18, 2007 Basicchangemanagementprocedures10-18-07.doc Revised per ICT leadership

POLICY LOCATION:

The Change Management Policy and Change Management Procedures are posted at:

<http://ict.nmsu.edu/ict/Guidelines/index.shtml>.