



Information Technology Change Management Procedures

Number: TEC-500

Policy Number (if applicable): 2.06

Office of Primary Responsibility: Office of Information Technology/CIO

Effective Date: November 6, 2017

Purpose:

The purpose of this procedure is to provide guidance and operational actions that are required to ensure that changes to the College Information Technology infrastructure or applications follow a repeatable and documented process. These guidelines also ensure that personnel perform IT infrastructure changes in a manner to minimize risk and enhance the use of College resources.

Definitions:

1. “IT Change Management” is the process of requesting, developing, approving and implementing a planned or unplanned change within the IT infrastructure. It begins with the creation of a Change Request within the Information Technology Service Management application. It ends with the satisfactory implementation of the change and communication of the result of the change to all interested parties.
2. “IT Infrastructure” The term refers to hardware, software, networks, data centers, facilities and related equipment used to develop, test, operate, monitor, manage and/or support information technology services.

Procedures:

Every change management decision that requires the allocation of College resources (space, people, equipment, funds, etc.) shall be made in accordance with this procedure, comply with Ohio law and College policies.

Formally request a change – All requests for change within the Hocking College IT infrastructure will be documented by creating a Change Request Form found on the College intranet. The change request will be completed by the change requestor with assistance from a member of the OIT staff and presented to Cabinet for review and prioritization.

- a) Analyze and Justify Change – The change requestor and the OIT Staff will work to develop a specific justification for the change

and identify the impact on infrastructure, business operations and budget, identify business as well as technical risks, develop technical requirements, and review specific implementation steps. The change requestor with assistance from the OIT Staff will be required to submit a functional test plan that is sufficiently detailed to provide assurance that the change will have the desired result.

- b) Approve and Schedule the Change – The designated OIT Manager will chair a Change Management team consisting of – at a minimum - representative OIT members from Technical Services and Applications Services and with appropriate members of the affected end-user community. The group will assess the urgency and impact of the change on the infrastructure, end user productivity and budget. In the event of a major or significant change the change request must be approved by the Hocking College CIO and, where appropriate as determined by the CIO or on recommendation by the Change Management team, members of end-user management.
- c) Plan and Complete the Change – The Change Management Team will assign specific OIT members and identify appropriate end-user members to complete the change in a manner that will minimize impact on the infrastructure and end users. In the event that the change does not perform as expected or causes issues to one or more areas of the production environment, the team will determine if the change should be removed and the production environment returned to its prior stable state.
- d) Post Implementation Review – A review will be conducted by the Change Management team to formally ensure the change has achieved the desired goals. Post implementation actions may include acceptance, modification, or backing-out of the change. The team formally documents the final disposition of the change as part of the Change Request Documentation.