

DRAFT IT CHANGE MANAGEMENT PROCEDURES

PURPOSE

A procedure specifies how a particular process should be completed, in other words, the specific instructions necessary to perform a task or part of a process. The purpose of this document is to provide step-by-step instruction / a checklist for the Change Management Procedures. These Procedures must be followed by all Information Technology Services staff as outlined in the IT Change Management Policy.

Changes Categories

Routine

A routine change is a *scheduled change* that is done routinely to maintain or tune a resource, service or system, e.g., performing Windows updates on a server, installing a security patch on an appliance. Routine changes have a “Minor” client impact rating and a “Low” technology risk (see “Client Impact Rating” and “Technology Risk Rating” below).

Standard

A standard change is a scheduled change that has a “Moderate” client impact rating. Standard changes have the potential to impact a larger portion of the user community, e.g., a network switch upgrade in a building that may impact multiple departments.

Enterprise

An enterprise change is a scheduled change that has a “Moderate” to “Major” client impact rating and has the potential to impact University operations, e.g., taking the LMS, ADFS systems offline for upgrades or maintenance.

Emergency

An emergency change is an unscheduled change that has a “Moderate” to “Major” client impact rating and must be performed quickly to address a service outage, prevent an outage, or fix a critical problem, e.g., deploying a critical security patch to all Windows servers, restarting the entire

wireless network to address a performance issue.

Technology Risk Ratings

Low

A technology change with little or no interactions with other resources, services or systems, e.g., Bomgar, KACE, stand-alone Windows servers.

Significant

A technology change with increased interactions with other resources, services or systems, e.g., “radius authentication” (affects wired and wireless services), e-mail.

High

A technology change with many interactions with other resources, services or systems, e.g., netApp enterprise storage.

Client Impact Ratings

None

No users impacted.

Minor

A change that has the potential to disrupt a group of 1-25 users.

Moderate

A change that has the potential to disrupt a group of 26-100 users.

Major

A change that has the potential to disrupt a significant group of over 100 users.

Change Classification Matrix

Change Category	Technology Risk	Client Impact Student/Faculty/Staff	Change Approval Required
Routine	Low	None	No*
	Low	Minor	Yes
Standard	Low	Moderate	Yes
	Significant	Moderate	Yes
Enterprise Change	Significant	Major	Yes
	High	Moderate / Major	Yes
Emergency	All	All	Yes

* While “Routine” changes are still documented and scheduled, approvals after initial approval for the same change are not required, e.g., weekly Windows server patching which occur during a regularly scheduled maintenance period.

Maintenance Windows

ITS maintains specific scheduled times in which work on resources / services / systems is preferred in order to minimize disruptions. Maintenance Windows are published on the Service Catalogue page within the ITS OneBrock site to inform users that work may be performed during these times and therefore the resource / service / system may be unavailable. Work may be performed outside of these scheduled maintenance windows, but must be communicated to the appropriate stakeholders.

Roles and Responsibilities: Change Manager

The Change Manager is responsible for managing the Change Management process for ITS. This individual focuses on the change process holistically rather than the specifics of the work within each individual change. The Change Manager’s responsibilities include:

- Ensuring that Change Requests are formatted and submitted to the CITS-Activity Calendar by change initiators
- Maintaining the CITS-Activity Calendar and its membership
- Facilitating CAB meetings
- Reviewing technology risk and client impact ratings for all submitted change requests
- Publishing change notifications to the community
- Reporting non-compliance with change management requirements to the Director, Client Services
- Reviewing, evaluating and maturing the change process.

Roles and Responsibilities: Change Initiator

All members of ITS are permitted to submit change requests as change initiators. Change initiators are responsible for:

- Initiating change requests by completing the change request template and submitting it to the CITS-Activity Calendar

- Assuring that all change requests are documented and linked to either a Footprints ticket or Footprints project number
- Assisting the CAB when further information is required about pending change requests.

**Roles and Responsibilities:
Change Advisory Board (CAB)**

The Change Advisory Board is a group of individuals that formally meet to review change requests. The CAB is comprised of departmentally-appointed individuals to act as contributors and is chaired by the Change Manager.

- The CAB Meets every Tuesday at 9:30 a.m. to review and schedule change requests (see “Change Request Process”)
- The CAB as a whole **Approves / Denies / Recycles** proposed change requests and documents the status in the CITS-Activity Calendar
- At the conclusion of the CAB meeting, members communicate change management related information to the change initiators / staff in their respective departments, e.g., if a change request was moved due to a scheduling conflict, or more information is required for a particular change request.

**Roles and Responsibilities:
Emergency Change Advisory Board (ECAB)**

The Emergency Change Advisory Board is a group of individuals that meet in extraordinary circumstances to approve an Emergency Change Request. Emergency change requests requiring an ECAB are un-planned and require the approval from one of the following prior to change implementation:

- AVP, Information Technology Services
- Director, Application Development
- Director, Client Services
- Director, IT Infrastructure.

Emergency change requests must be recorded in the CITS-Activity Calendar (using the change template) but are expedited in order to recover from a critical resources, service or system outage.

Change Request All change requests must be submitted to the CITS-Activity

Status Calendar with the starting status of *Proposed*. Other change request statuses include:

Proposed

A proposed change awaiting CAB review.

Approved

A CAB reviewed change that is approved to proceed.

Recycled

A CAB reviewed change that needs to be rescheduled.

Rejected

A CAB reviewed change that is not approved to proceed due to insufficient planning, resources or not referencing a Footprints ticket or project number.

Procedure for Routine, Standard or Enterprise Change Requests (CAB Changes)

1. The Change Initiator creates Footprints ticket/project
2. The Change Initiator submits change request (using “Change Template”) to the CITS-Activity Calendar as a proposed change
3. CAB reviews the change request in the CITS-Activity Calendar and Approves / Recycles / Rejects it
4. CAB Contributors notify their individual department / change initiators of changes that have been approved to proceed
5. The Change Manager communicates the upcoming approved changes
6. Work on the approved change is performed and tracked in Footprints.

Procedure for Emergency Changes (ECAB Changes)

1. A service outage, vulnerability or proactive event is identified and recorded in Footprints by anyone
2. The Footprints ticket is immediately escalated to a supervisor/ manager/ director
3. Any available CAB member and/or an ITS Director (as the ECAB) meets with ITS staff knowledgeable with the situation to discuss course of action and approve the Emergency Change
4. The community is notified of the emergency work being performed
5. The emergency change request is posted to the CITS-Activity Calendar

6. Footprints ticket(s) are updated throughout the work.

Appendix A - Change tracking in the CITS-Activity Calendar

Changes are to be tracked using the CITS-Activity Calendar in Exchange (accessed through Microsoft Outlook). The following must be included in the body of each proposed change request (as a calendar event):

Submitted by: <person submitting change request>

Submitted for: <if different from "Submitted by">

Date submitted: click to enter a date

Ticket/Project #: <Footprint ticket or project number>

Status: Proposed

Date/Time of proposed work: <date/time>

Communication Required: <if known or update at CAB>

To be completed at/after CAB meeting:

Present at CAB:

Motion to Approve:

Seconded:

Date Approved:

Reason for not approving:

If Rescheduled:

From:

To:

Reason:

CAB notes:

Proposed Change Summary: <summary of the proposed change>

Change Category: select a category

Workday?: select a response

Technology Risk: select a rating

Client Impact: select a rating

Resources Required: identify

Lead: identify

Team: identify

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