

DRAFT IT CHANGE MANAGEMENT POLICY

PURPOSE	<p>The purpose of the IT Change Management Policy is to manage changes in a planned and predictable manner in order to assign resources, assess risk and minimize any potential negative impact to services at the University.</p>
SCOPE	<p>This Policy applies to all Information Technology Services (“ITS”) staff at Brock University.</p> <p>In the event that any provision of this Policy is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail.</p>
POLICY STATEMENT	<p>All changes (including urgent / emergency changes) to IT resources, services and / or systems must follow a standard process to ensure appropriate planning, resourcing and execution. The Change Manager along with the Change Advisory Board (CAB) are the stewards of this process.</p> <p>All changes must be presented to the CAB for approval in order to coordinate timelines, avoid conflict and maintain a complete and controlled view of change at the University. The CAB will in turn maintain a record and schedule of all changes and communicate the changes to the Brock community.</p>
COMPLIANCE AND REPORTING	<p>ITS enforces this Policy and the related Standards at all times. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the ITS Help Desk.</p> <p>Policy violations that come to the attention of the ITS Help Desk</p>

will be escalated to the Director, Client Services. Policy violations will be assessed and action taken to remediate the violation, including consequences where appropriate, subject to collective agreements and / or other contractual conditions.

Where Policy violations are considered severe and / or cannot be easily remediated, the incident will be escalated to the AVP, ITS for further action. Periodically, the AVP, ITS will provide to SAC a summary of all policy violations.

Policy owner:	Associate Vice-President, Information Technology Services
Authorized by:	Board of Trustees, Capital Infrastructure Committee
Accepted by:	Senior Administrative Council
Effective date:	March 2017
Next review:	March 2018
Revision history:	New
Related documents:	IT Change Management Standards ITS Change Management Procedures