ITS – CHANGE MANAGEMENT POLICY
Chapter or Section: Information Technology

ID	SOP-CHM.001 – ITS Change Management Policy		
Rev	**Date**	**Author**	**Change**
5.0	5/7/13	Change Management & SMPS Team [Craig Bennion]	
5.1	11/26/13	Change Management & SMPS Team (Jeff Shuckra & Steve Penfold)	
5.2	01/09/14	Phillip Kimball	
5.2	10/9/14	Approved by Jim Livingston via email	

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PURPOSE

The purpose of this document is to define the Change Management policies for use across ITS.

OBJECTIVE

The objective of change management is to implement changes in the production environment in a logical and methodical way, to mitigate risk, and maintain a stable environment. The Change Management process depends on effectively managing risk and maintaining accurate configuration data that provides a better understanding of the impact of IT changes.

SCOPE

This Change Management Policy applies to all changes to ITS managed production environments and services.

This includes physical and virtual inventories, locations, and movement of tracked items owned or managed by ITS or by third parties.

The definition, creation, and management of projects are NOT within the scope of the change management policy. Early in the project, interaction with the change management process is encouraged for success. When production services are changed, Project Managers are required to follow the Change Management process. Projects or complex changes are implemented using Release Management.

Definition

Change - For purposes of this policy, a change is any addition, modification, or removal of a service or significant component used in the delivery of a service in the Information Technology production environment.

Parent RFC – A RFC that describes a project. *Its specific IT changes should reference the parent RFC.*

Project – A project is a one-time effort to achieve an objective. It often requires IT changes and RFC's.

Program –. A collection of IT services or projects designed to meet a specific business need.

Service – The IT support of a desired outcome

System – A collection of components used to provision a service

POLICY

A. All changes to systems, applications, and components that impact production services require a Request For Change or RFC. This includes any test environments that may live on production systems.

B. All projects that change an IT service or service component(s) shall have a parent Request For Change (RFC). All changes to production services and service components related to a project must be documented with a RFC and linked back to the master RFC for that project.

C. All changes, with the exception of an emergency change, must be submitted, reviewed, and authorized by the appropriate change authority prior to implementing.

D. The ITS Service Management team will facilitate definition of procedures, metrics, and documentation necessary to implement change management.

E. The Change Management Board (CMB) is the governance authority for Change Management.

F. The Change Advisory Board (CAB) is the implementation arm and oversight for Change Management

G. The CIO and Associate CIO appoint members of the Change Management Board.

H. Standing members of the Change Advisory Board (CAB) are appointed by the Associate CIO. The CAB is chaired by the Change Manager. All stakeholders are invited to participate.

I. Policy and Procedures documentation is submitted to the CMB for approval. These documents are reviewed on a regular periodic basis and any modifications will follow the change process.

J. The Change Manager authorizes changes. The Change Manager has authority to make go/no-go decisions about the implementation of a change.

K. The Change Manager creates the change schedule. The proposed date and time of a requested change may be rescheduled based on business needs and to minimize risks.

L. The CAB reviews requested changes, resource requirements, risk level, disposition, coordinates scheduling, and advises the Change Manager.

   All changes require post-implementation validation plan. This documentation must be available to the CAB for review.

M. The Change calendar (Forward Schedule Change, FSC) will be maintained and published.

N. The IT Service Management team will monitor the organization's implementation of changes through established metrics.

O. The IT Service Management team is responsible for auditing this change management policy and associated process and procedures.

P. Unapproved changes may lead to disciplinary action.

REGULATORY COMPLIANCE

Compliance with regulatory requirements when applicable are strictly followed, such as:

A. Sarbanes-Oxley Act (SOX)

B. Health Insurance Portability and Accountability Act (HIPPA)

C. Family Educational Rights and Privacy Act (FERPA)

D. Information Security Office (ISO)

E. University of Utah disclosure policies

POLICY INFRACTIONS

A. This is a binding policy document approved by the ITS Executive Leadership Team. Any infractions of these policies are subject to disciplinary action.

B. Exceptions to these polices can only be approved by the CMB.

APPROVAL BODY: CMB (Jim Livingston)
APPROVAL DATE:
POLICY OWNER: Associate Director of Service Management
ORIGIN DATE: 7 May, 2013 [Will insert new approval date]