



IITS Change Management Policy

Introduction

The goal of change management is to document, increase awareness, and ensure that all changes to the production IITS environment are made in a planned fashion that minimizes risk of negative impact to services and customers.

Scope

This policy applies to all changes to the production environment made by members of the IITS division. This policy is focused only on the process of deployment of a change into production (timing, testing, etc.), and should be used for all such cases except those exceptions noted. A change is defined as the addition, modification or removal of any service or service component that has the potential to have a negative impact on the functionality or availability of IT services.

Policy

- A. **Classification.** Changes will be classified as one of the following:
 - a. Emergency - Changes made in response to a major system failure. Documentation may be completed retroactively.
 - b. Major - Changes with the potential for a major impact on IT services. Additional levels of approval beyond department head may be required.
 - c. Normal - All other non-routine changes.
 - d. Routine - Recurring administrative tasks with a well understood procedure for handling. These include user account / permission changes and patch installation.
- B. **Exemption.** The Change Management procedure is to be followed for all changes except those defined as "Routine", which are exempt and only require informal approval from the appropriate manager. IITS Directors will be responsible for determining which types of activities their staff perform that qualify as "Routine".
- C. **Timing.** All changes that have a large impact scope should be scheduled outside of normal business hours and with advanced notice to the community. As a general principle, these should not be scheduled on Fridays or days immediately preceding either vacation or holiday time unless absolutely necessary.



Procedure

- A. Planning - The IITS staff member performing the change will plan and document (via a Change Request form, Appendix A) the proposed change. Change Request form to include the following:
 - a. Business case - What is the purpose of this change? Only changes in support of approved projects should be submitted.
 - b. Impact scope - What systems or services will be or might be impacted by this change?
 - c. Deployment plan - Details on what steps are required to deploy, including duration if applicable.
 - d. Communication plan - Who, when and how will advance notification of this change be communicated.
 - e. Test plan - How will we establish if the change was successful?
 - f. Roll back plan - How will we reverse the change if it is not successful?
- B. Review/Approval - The IITS staff member performing the change will review the change plan with peers and management and obtain approvals as appropriate to the change impact scope. Under most circumstances, department head approval is sufficient, but major changes or changes with special systems impact may require additional approvals.
- C. Communication - Communicate upcoming changes with the appropriate parties as per the Communication plan.
- D. Deployment - Deploy the change as per the plan.
- E. Post-change review - Evaluate the success of the change implementation from both a functional, technical and process perspective. Make any changes applicable to the IT Service Catalog.

Definitions

- A. Change - The addition, modification or removal of any service or service component or change to any code or configuration of supported systems.



HVERFORD COLLEGE

References Related Resources, or Appendices

A. Change Request Form

Change Name	
Change Type [Emergency Major Normal]	
Change Date & Time	
IITS Owner	
Business Owner	
Business Case	
Deployment Plan	
Impact Scope	
Communication Plan	
Test Plan	
Rollback Plan	
Post-change Findings	

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Contact the Office of IITS with any questions.