Office of Information Technology

IT Standard
CHANGE MANAGEMENT

Standard: IT14001
Original Effective Date: 06/01/2020
Last Revised:

Last Reviewed:
Next Scheduled Review Date: 06/01/2023
Version #: 1.1
Administrative Owner: IT Client Services

PURPOSE

STANDARD

The purpose of Change Management is to control the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

SCOPE

The scope includes changes to all IT services and configuration items in or affecting the production computing environment.

DEFINITIONS

Terms	Definition
Change Advisory Board (CAB)	A body that exists to support the authorization of changes and to assist Change Management in the assessment, prioritization and scheduling of changes.
Change Order	A record containing details of the change.
Configuration Item (CI)	A service asset that needs to be managed in order to deliver an IT service.
Emergency Change Advisory Board (ECAB)	A subgroup of the CAB that approves urgent changes.
Forward Schedule of Changes (FSC)	A document used to communicate upcoming change plans to the organization.

STANDARD

Change Management

1. The Office of Information Technology (OIT) will establish a Change Advisory Board (CAB) and an Emergency Change Advisory Board (ECAB) for reviewing and approving changes.

2. All changes should be planned and authorized per the OIT Change Management process.

3. A formal request for change (RFC) record must be submitted through the IT Service Management system.

   Note - Change Orders should normally be submitted by the group that will be implementing the change. I.e. – If there is a need to request work to be done by another group, then submit a Request record assigned to that group.

4. Changes will be assigned the following Impact levels, depending on the risk and scope, which will be used in identifying the appropriate change authority.

   i. Standard Change – A change to a service or other configuration item for which the approach is pre-authorized.

   ii. Minor Change – A change with minimal financial implication and resource requirements and / or has a low risk of impacting services.

   iii. Significant Change – A change with significant financial implication and resource requirements and / or has a moderate risk of failure.

   iv. Major Change – A change that may have major financial implication and resource requirements and / or has a high risk of failure.

   v. Emergency / Urgent Change – A change that must be implemented as soon as possible.

   For significant and major changes the following information must be included in the Change Order:

   - Justification for change
   - Description
   - Implementation plan
   - Validation plan
   - Back-out and/or remediation plan

5. Changes will be assigned the following Priority levels, depending on the timing and level of need for the change.

   i. High – There is an immediate need in order to sustain security or operational stability.

   ii. Medium – No immediate need, but rectification cannot be deferred until the next scheduled release or upgrade.

   iii. Low – A change is justified and necessary, but can wait until the next scheduled release or upgrade.

6. The Change Manager will send a Forward Schedule of Changes on a regular basis to the CAB members and other interested parties within the OIT organization.

EXCEPTIONS

This IT Standard is applicable as of its Effective Date. Exceptions to this IT Standard will be considered on a case-by-case basis in accordance with the IT Standard Exception Request Form or as approved in writing by the Information Privacy & Security Director.

COMPLIANCE AND RECOURSE FOR NON-COMPLIANCE

Montgomery College has established College Policies/Procedures and the OIT has established IT Standards and Processes and associated guiding documents to provide appropriate protection of technology resources, to assure protection of personally identifiable and sensitive information and to promote privacy. Any faculty, staff, contractor, vendor or other agent found to have violated any part of College Policies, Procedures or IT Standards or Processes may be subject to disciplinary action and/or legal action.

RELATED DOCUMENTS

- Acceptable Use Policy and the accompanying Procedure/Guidelines Statement
- IT Process # IT14001A, Change Management
- IT Standard # IT14002, Production Maintenance Window
- IT Standard # IT14003, Production Change Blackout Periods
- Notice to Information Systems and Data Users

WEB SITE ADDRESS FOR THIS STANDARD

APPROVALS

DATE	VERSION / REVISION / NOTES	APPROVER
June 1. 2020	Original roll-out of this Change Management document.	Patrick Feehan, Information Security and Privacy Director/ITPA
September 30, 2020	Decided upon and added review cycle dates. (Version 1.1)	Nell Feldman / Keith Wilson