IT Process
CHANGE MANAGEMENT

**Office of
Information
Technology**

Process #: IT14001A
Original Effective Date: 03/01/2008
Last Revised: 09/01/2021

Last Reviewed: 09/01/2021
Next Scheduled Review Date: 09/01/2024
Version No.: 2.0
Administrative Owner: IT Client Services

PURPOSE

The Change Management process is designed with the goal of facilitating an open and orderly way of managing change within the Office of Information Technology. The process serves the following purposes:

- To provide transparency in making change-related decisions.

- To document the life-cycle of each change request.

- To enhance and facilitate communication within the OIT organization.

SCOPE

The Change Management process is primarily used internally by the Office of Information Technology for implementing changes into production systems. It does not replace the coordination of IT work with external end users. The process also does not cover normal maintenance work orders.

DEFINITIONS

Term	Definition
Change	An action that results in a new status - typically an addition, modification, movement or deletion - for one or more IT infrastructure Configuration Items.
Request for Change	A means of proposing a change to any component of the IT infrastructure or any (RFC) IT service. It may be a document or record which details the nature of the change as well as the justification and appropriate approval of the change. Note – Within the current vendor hosted Service Desk system, the term "Change Order" is used for change request records.
Change Impact	An indicator of how much a Change affects work being performed. See chart in Appendix A below for detailed definitions of the different Change Impact levels.
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 higher impact change requests. The CAB will consist of representatives from a cross-section of areas within IT.
Emergency Change Advisory Board (ECAB)	A subgroup of the CAB that approves urgent changes.

Change Calendar	Master schedule with dates and times of open Change Orders, Maintenance Windows, and Blackout Periods.
Change Manager	Administers the Change Management process and is responsible for the day-to-day Change Management activities. Several key responsibilities include: • Conduct change status meetings • Monitor the creation and updates of change records • Provide reports and metrics • Maintain and distribute a change calendar of planned changes
Change Implementer	Individual who installs an approved change.
Change Management	The process of planning, coordinating, and implementing changes to the information processing production, distribution, and system facilities.
Change Package	Requests for Changes that have been accepted by the Change Advisory Board are reported weekly as a group by the Change Manager to the IT Leadership Team and the CAB.
Change Requester	Individual who submits a change record, whether to solve a problem or as a result of new requirements. Note – Creation of change records should only be done by someone on the team which will be implementing the work.

PROCESS

This document outlines the generic process flow for change requests. Detailed flows for the different categories of changes are programmed within the individual workflows of the Service Desk system.

A. **Submitting a Change Request**

The process starts with a Request for Change being submitted. **Depending upon the impact of a given change, requests must be submitted with an appropriate amount of lead-time. See definitions for each specific Change Impact type in Appendix A below.**

1. The Change Requestor prepares the Request for Change, assessing the impact of the change, and should review the Change Readiness Checklist for preparedness (Appendix C below). Note - Creation of change records should only be done by someone on the team which will be implementing the work.

2. The Change Requestor gains approval for the change from their immediate supervisor and/or any other appropriate advisory groups.

3. The Request for Change is submitted to the Change Manager.

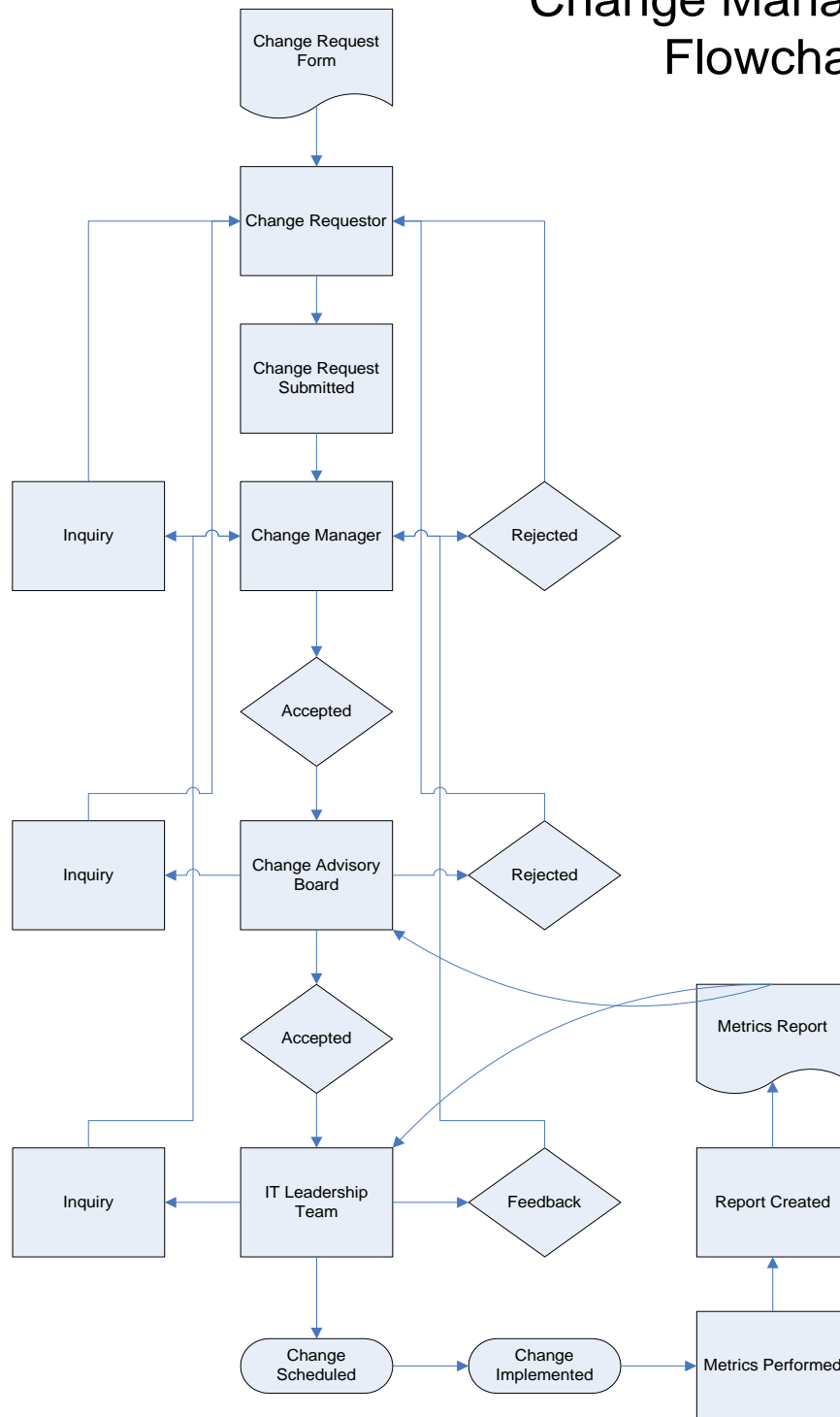B. **Request Acceptance Process**

1. The Change Manager verifies the Request for Change for completeness, change impact, and immediate supervisor approval.

2. If complete, it is forwarded to the Change Advisory Board.

3. If rejected, it is returned to the Change Requestor for additional information, impact reassessment, and supervisor approval. Requests can be resubmitted.

4. The Change Advisory Board reviews the request to determine if the Change Readiness Checklist criteria have been met. The Change Advisory Board will meet regularly. The meeting schedule will be determined by the change request load. Whenever possible these meetings will be virtual, utilizing the automated workflow built into the Change Management system.

5. The Change Advisory Board reviews the request for scheduling conflicts.

6. Inquiries or questions about the proposed change will be submitted to the Change Requestor by the Change Manager.

7. If the Request for Change is approved, the Change Manager packages accepted requests and submits the change requests package to the IT Leadership Team and the Change Advisory Board for notification.

8. In the event that there are any unresolvable conflicts, the VP of Instructional and Information Technology/CIO will have the final decision.

9. Approved Requests for Change are implemented into production.

10. The Change Manager will review completed changes and publish reports tracking change activity.

C. Process Flow Diagram

Note – This outlines the generic process flow for change requests. Detailed flows for the different categories of changes are programmed within the individual workflows of the Service Desk system.

Change Management Flowchart

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                    ┌──────────────┐
                    │ Change Request│
                    │     Form      │
                    └───────┬───────┘
                            │
                            ▼
        ┌──────────────────────────┐
        │     Change Requestor      │◄──────────┐
        └──────────┬───────────────┘           │
                   │                            │
                   ▼                            │
        ┌──────────────────────┐                │
        │   Change Request      │                │
        │    Submitted          │                │
        └──────────┬───────────┘                │
                   │                            │
   ┌──────────┐    ▼                  ◇          │
   │ Inquiry  │◄─┤ Change Manager ├──►│ Rejected │
   └──────────┘  └────────┬───────┘   ◇          │
                          │                       │
                          ▼                       │
                       ◇ Accepted ◇               │
                          │                       │
   ┌──────────┐    ┌──────────────┐   ◇          │
   │ Inquiry  │◄─┤Change Advisory ├──►│ Rejected │
   └──────────┘  │    Board       │   ◇          │
                 └───────┬────────┘              │
                         │                        │
                         ▼                        │
                    ◇ Accepted ◇     ┌──────────┐ │
                         │           │ Metrics  │ │
                         │           │ Report   │ │
   ┌──────────┐   ┌──────────────┐  └────┬─────┘ │
   │ Inquiry  │◄─┤IT Leadership  ├─►◇Feedback◇    │
   └──────────┘  │   Team        │   ┌──────────┐ │
                 └───────┬───────┘   │ Report   │ │
                         │           │ Created  │ │
                         ▼           └────┬─────┘ │
                 ┌──────────┐  ┌─────────┐┌─────────┐
                 │ Change   ├─►│ Change  ├►│ Metrics │
                 │Scheduled │  │Implement│ │Performed│
                 └──────────┘  └─────────┘ └─────────┘
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EXCEPTIONS

Exceptions to this process will be considered on a case-by-case basis in accordance with the IT Standard Exception Request process.

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, or vendor 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

- Montgomery College Policy 66001, Acceptable Use of Information Technology
- IT Standard # IT14001, Change Management
- IT Standard # IT14002, Production Maintenance Window
- IT Standard # IT14003, Production Change Blackout Periods

WEB SITE ADDRESS FOR THIS STANDARD

APPROVALS / REVISION HISTORY

DATE	VERSION / REVISION / NOTES	APPROVER
March, 2008	Original roll-out of Change Management process. ("Version 1.0")	CA Service Desk Implementation Team
May 21, 2013	Keep current with organizational roles; expand on Impact level definitions. ("Version 1.1")	IT Client Services
September 1, 2021	Sync up with new IT Standard for Change Management; convert original process document format to new IT Standards format. Rework Impact definitions into a grid format. (Version 2.0)	Varghese Thomas, IT Client Services Manager

Type of Change	Impact Types				
	Standard	Minor	Significant	Major	Urgent
Impact Value	5	4	3	2	1
Definition	A change to a service or other configuration item for which the approach is pre-authorized. The tasks are well-known and proven, and the change can be managed via Service Desk request records.	A change with minimal financial implication and resource requirements and / or has a low risk of impacting services.	A change with significant financial implication and resource requirements and / or has a moderate risk of failure.	A change that may have major financial implication and resource requirements and / or has a high risk of failure. Nature of change may necessitate approval by IT upper management and/or the appropriate advisory group due to the financial / technical / business resources required.	A change that must be implemented as soon as possible. Implementation is needed in order alleviate or avoid detrimental impact on the business.
Approved By	Pre-approved	- Implementing Manager - Change Manager Note – CAB members will receive FYI notifications about the change.	- Implementing Manager - Change Manager - Change Advisory Board	- Implementing Manager - Change Manager - Change Advisory Board	- Change Advisory Board / Emergency Committee (CAB/EC) NOTE - Creation and approval of the formal Change record may potentially occur after the crisis has been resolved.
Lead Time Before Proposed Implementation for Submitting Change Request	N/A.	N/A / Case dependent	5 business days. Exceptions require Manager approval and justification.	At least 20 business days.	Case dependent

| Examples | - Delivery and setup of a workstation for a new employee.

- Move of a telephone from one office to another.

- Employee New Hire and Termination processing. | - Small changes or maintenance to a standalone or a hosted system.

- Desktop patches or configuration changes to the College desktop that are considered routine and / or maintenance in nature (e.g. – deployment of Microsoft patches and critical updates, deployment of Symantec Endpoint updates)

- Security firewall rule changes; modifications to *existing* security hardware. | - Planned replacement of a router which could have an effect on other systems.

- Changes to the network which could affect a small portion of the user community.

- Upgrade of an enterprise system to its next point release.

- Desktop pushes of new applications or application updates which could affect an entire building, campus, or the whole College.

Exception - Due to the frequency and standard process for their releases, the deployment of monthly Microsoft updates to administrative workstations are considered to be Minor changes. Notifications to potentially responding technicians of upcoming changes are a standard step in the deployment process | - Upgrade of an enterprise system to its next major release version.

- Upgrade of a network system which could affect a large portion of the user community.

- Modification or upgrade of the standard software load or OS of the enterprise desktop image (e.g. – full upgrade of Internet browser version or change of MS Office Suite).

- Installation of *new* security hardware. | - Unplanned outage of the network.

- Short notice tax upgrade or finance patch to Banner.

- Emergency out-of-cycle unplanned firewall change. |

APPENDIX B - CHANGE REQUEST FIELDS

Below is the list of required fields to complete on the Change Order form in the online Service Desk system:

Requester - Requester of the change, usually an internal IT resource.

Affected End User - Typically the same as Requester.

Category - From pop-up window list of choices. Use one for your specific group. (E.g. – Network Services, Security, Desktop Admin, etc.)

MC Change Type - From drop-down list of choices.

Priority - From drop-down list of choices.

Project - Project Management system project #, if applicable.

Assignee - Primary responsible technician who will be implementing the change.

Group - Assignee team.

Impact - Based on definitions of Change Impact levels in Appendix A.

Order Summary - One line high-level summation of the overall change.

Order Description - One to several paragraphs explanation of the change, worded in layman's terms so that it is sufficiently understandable to those outside of the implementing team.

Schedule Start Date - And Time, of when the change will be migrated into Production. The Service Desk system field will default to the current clock time if one is not specifically entered. After submitting a Change Order: If the original Schedule Start Date / time needs to be changed, the Assignee must proactively notify their Manager, and also the Change Manager about the update. Changes to this field do Not trigger auto-notifications that it has been modified.

Schedule Duration - The system will calculate the Schedule End Date and Time of the implementation window based on the values entered in the Schedule Start Date and Schedule Duration fields.

Use the **Attachments** tab for attaching any additional Implementation Plan, Validation Plan, Back-out and/or Remediation Plan information.

<u>**APPENDIX C - CHANGE READINESS CHECKLIST**</u>

Before submitting a change request, it is a good idea to review these readiness questions. These questions can be used by the review staff and will help ensure a successful change implementation. If the answer to any of these questions is uncertain, it is recommended that the change be reviewed and updated before submitting the request.

Technical Readiness

- Is the change technically complete?
- Is the change ready for implementation?
- Is the performance and capacity review complete?
- Are there any implications for automated procedures?
- Is the testing of the change and all associated procedures completed?
- Is the installation/implementation plan understood?
- Is a reboot required?

Risk Evaluation/Recovery

- Has the change compromised the disaster/recovery plan?
- Has the risk of failure been evaluated, and steps taken to minimize or eliminate this risk?
- Has customer impact in the event of failure been assessed?
- Have recovery and back out plans been created, documented and tested?

Documentation/Support Readiness

- Is the documentation complete?
- Are there any special installation instructions?
- Have the operations procedures been reviewed? Updated? (Both documented and automated procedures).
- Have the recovery procedures been reviewed? Updated? Tested?
- Has the configuration documentation been reviewed and updated?
- Have requirements for user training been assessed?
- Have technical support staff been trained? (IT Service Desk, Campus Support, NE, etc.)
- Has IT Service Desk impact been reviewed?

Administrative Readiness

- Has the business need for the change been received?
- Has a task/resource plan been prepared?
- Have co-requisite and pre-requisite activities been identified and associated?
- Does the change request contain all required information?
- Have other changes been screened in order to optimize the scheduling of the implementation for this change?
- Are the associated required system and resources services identified and understood?
- Are the verification procedures in place and understood?
- Are the education plan and the plan to communicate the change understood?
- Has the change been communicated to the affected end users?
- Have all management approvals been received?