

Southwestern Oregon Community College

AP 11005 Change Management

The following outlines the process for submitting, reviewing, approving, and monitoring of technology changes. A Change Management Procedure is necessary to ensure the integrity and availability of the production environment. All changes to production introduce risk and this procedure ensures that software and system configuration changes are reviewed and verified prior to implementation.

This procedure applies to the College's production system operating environment. Accountable and responsible individuals are the Executive Director of Integrated Technology Services/CIO and ITS management. For systems supported and maintained by third parties, such parties are also subject to this procedure.

Procedure:

1. The Change Management Team shall review and approve proposed changes to system components in the production environment (outside the scope of typical operational maintenance).
2. The plan shall include steps for reviewing the impact of changes and identifying risks.
3. The plan shall include descriptions of roll back procedures and shall require approval from appropriate managers.
4. In addition to functional validation, security features shall be tested (as feasible) and documented with each change to ensure security features are properly functioning and are not impacted by the change.

Approval and Deferral of Change Items

Authorization of a change item occurs after the change is reviewed and depends on the priority.

Emergency

Change occurs prior to the Change Management discussions. The Executive Director of Integrated Technology Services/CIO is communicated with after the change has been made.

Urgent

Change occurs prior to the Change Management discussions with approval of the Executive Director of Integrated Technology Services/CIO.

Non- Emergency

Change occurs after consensus approval from the Change Management Team.

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Change Management Process

1. Complete the [Data Software Request form](#) (if software) and submit a Change Request through the campus ticketing system. Provide a high-level, detailed overview of the requested change.
2. Attach any documents (screenshots, project plans, instructions, etc.) to the ticket.
3. The Change Manager(s) (ITS Department) will include all details to understand the relative impact of the change and how it may affect other processes. Information not completed or properly communicated will be rejected and returned to the requester with a reason for the denial or tabled until more information is received.
4. Risk analysis for all changes will be required: Known or possible errors, failure, loss of service, people, groups, organizations affected, and complexities such as small implementation window, dependency, risks of not implementing, postponing the change.
5. The Change Manager(s) will add comments with approval to proceed, with follow-up questions, or with other things that need to be completed before it will be approved.
6. The Change Manager or their designee will manage all communication regarding any change and keep it documented.
7. The Change Manager(s) will follow best practices and compliance.
8. Training may be required prior to implementation where necessary.
9. Implement the change.

Pre-Change

Once the Change Management procedure is approved, staff in each department is made aware of what needs to happen, when and by whom. A roll back strategy will need to be developed. If a test environment exists, implement the changes there first.

Post Implementation Review:

Once a change has been implemented, it is important that the situation be reviewed to identify any problems that could be prevented in the future or improvements that could be made.

Exceptions

Any requests for exceptions to this procedure must be submitted in writing and will be reviewed on a case-by-case basis. Exceptions shall be permitted only after documented approval from the Change Management Team.

Change Management Team: An executive body responsible for the guidance and direction of ITS Management.

Adopted: April 21, 2021