Title:	IT Change Management Procedure

Division:	Business and Finance	**Department:**	Information Technology
Procedure Contact:	Chief Information Officer		
Date Posted:	9/9/2019		
Related Policies or Procedures:	Campus Outage Notification Procedure		

History

Revision Number:	**Change:**	**Date:**
1.0	Initial version	8/22/2019

A. Purpose

The Change Management process is meant to handle changes to EWU IT resources and services. The process documents what is involved, who is performing the work, who is affected by the work, and the risk (what could happen) due to the change.

B. Definitions

Data Custodian - Designated positions accountable for the oversight and general operation of institutional data systems that serve a broad section of the university community.

Priority - Determined by assessing the impact and urgency of a change.

Impact - Measures the effect of the change on the department/university

Risk - What could happen as a result of the change. Generally the negative impacts, but can include the positive.

Change Type - Whether the change is Minor, Standard, Major, or Emergency. Reflects how the change affects the university, users, and programs involved.

Group - Includes the users of a solution that are not always in the same functional department.

Agent - The IT staff member responsible for the change and may be the one performing the actual work.

Department - Business unit affected by the change. i.e. IT, Finance, College of Business, etc.

Category - What IT aspect or system the change involves. e.g. Email, Mobile, Networking, etc.

Rollout Plan - Plan for implementing and performing the change. Involves all steps required to perform change

Backout Plan - Plan to perform in the case the Rollout plan fails. The process used to put the solution back to the original state before the change.

Communication Plan - How will those affected by the change be notified before the change takes place.

C. Procedure

Change Management Process

EWU IT Change Management is tracked from within the FreshService portal. The process begins by entering a change request. Provide as much detail as possible.

The first step is to determine the appropriate Change Type:

- Minor
  - Includes one or more
    - Should happen, and timeline is flexible
    - Minimal to no customers are affected by the change.
    - Data Custodian approval not needed/required
  - Examples
    - System minor patch
    - feature enhancement
  - Approval needed
    - Functional Department Manager and/or IT Supervisor
- Standard
  - Includes one or more
    - Needs to happen, but can be scheduled in a timely manner (not critical)
    - Only affects department/few groups
  - Examples
    - Database patch
    - Software upgrades/changes
  - Approval needed
    - Functional Department manager and IT Senior Manager
    - May include Data Custodian
- Major
  - Includes one or more
    - Critical change required to happen in short timeframe
    - Affects Campus-wide/university
  - Examples
    - Non-Critical Vulnerability patching
    - Banner upgrade/patching
  - Approval needed
    - May include Functional Department Manager
    - May include Data Custodian
    - IT Senior Manager, and/or CIO
- Emergency
  - Critical change that is needed to happen ASAP
  - Examples
    - Critical/exploited vulnerability patch
    - System change/update due to service down
  - Approval needed
    - IT Senior Manager and/or CIO

Urgency, Impact, and Priority
Determine the urgency and impact associated with the change. Although you can also set the priority, it is determined automatically by Freshservice according to the matrix shown below.

		Urgency		
		Low	**Medium**	**High**
Impact	**Low**	Low	Low	Medium
	Medium	Low	Medium	High
	High	Medium	High	Urgent

Status

The change statuses in use are:

- Open
- Awaiting Approval
- Pending Release
- Closed

The Planning and Pending Review statuses are not in general use, but can be used if desired.

Change requests begin in the Open status. To move a request into the Awaiting Approval status, all required fields (marked by an asterisk in Freshservice) and the Reason for Change and Impact fields in the Planning section must be completed. Requesters are responsible for entering this information.

While in the Awaiting Approval status, the assigned Group and/or Agent is responsible for completing the Rollout and Backout Plan fields in the Planning section. Once the Change Request is approved and those fields are completed, the request can be moved to the Pending Release status. After all assigned tasks and the change is completed, it can be Closed.

These requirements apply to Minor, Standard, and Major Changes. Emergency Changes are exempt from most of these requirements, except approvals.

Dates and Minimum Notice
When creating a Change Request, be sure to select a Planned Start and End Date. The End Date should be when you expect the change to be completed.

There is no minimum number of days between when a change is requested and when it can be requested to be completed, but it's important to be respectful and realistic with your timelines. It is equally important to note that implementation timelines may be impacted by the failure of approvers to approve a request. The assigned group/Agent is expected to respond to Change Requests in a timely manner and confirm any dates associated with the request.

Required Fields

The following fields are required to initiate a change request:

- Requester
- Change Type
- Subject
- Urgency
- Impact
- Risk
- Description
- Planned Start and End Dates
- Communication Plan

While not required to begin the change request, the following Planning fields are required before the change can be approved:

- Reason for Change

The following Planning fields are required before the change can be moved to the Pending Release status:

- Rollout Plan
- Backout Plan

Change Approvers

Once a Change Request is submitted, approvers or an appropriate Change Advisory Board (CAB) must be selected. All approvers will be notified by email. Approvers are responsible for confirming all required information is included in the change management plan. At a minimum there needs to be a Rollout plan, Backout plan, and Test plan. Once all information is confirmed, approvers will approve or disapprove the request. If approvers or CAB are not responsive, Agents should follow up with specific approvers and/or escalate the change request to their supervisor, senior manager, or the CIO as needed.

If a request is denied, the requester of the change is responsible for contacting the approver to understand the reason for rejection. The requester and/or agent should then make any required edits to the Change Request and resubmit it for approval.

Approvers are set based on the category selected for the change. Additional approvers can be added by anyone throughout the process.

Type of Change	Change Advisory Board (CAB) or Approvers
Modifications to alumni and foundation systems or data	Advancement Data
Non-module specific modifications to Banner	Banner General
Any change that requires consent of multiple data custodians	Data Management Committee
Financial and payroll data and system modifications	Finance Data
Financial aid data and system modifications	Financial Aid Data
Hr and employment data and system modifications	HR and Employment Data

IR data modifications	Institutional Research
Non-data related changes to IT systems, including those that support campus	IT Infrastructure
Student data and system modifications	Student Data

Approvers may be included by name, if they are not represented in a Freshservice Change Advisory Board (CAB) group.

Change Request Options

Tasks
Required tasks can be added directly to the Change Request and assigned to the appropriate Group and Agent.

Adding Problems to a Change
Once a change is requested for, adding all the problems that triggered it helps add context to the request. If the change request is initiated from a problem's detailed view, it is linked to the change automatically. You can add others manually.

Adding Incidents to a Change
Associated incidents can be added to a Change Request. Any type of incident can be added, including Incidents that initiated the change request and Incidents that were caused by the change,

Associating Assets
Assets in Freshservice can linked to the Change Request.

Campus Outage Notification Procedures

The campus notification procedure can be found here: Campus Outage Notification Procedure.

It is the responsibility of the agent to draft the announcement that the department manager or senior manager will send out to the affected parties.

This procedure may be revised at any time without notice. All revisions supersede prior procedures and are effective immediately upon approval.