



UNIVERSITY
of ARKANSAS
AT PINE BLUFF
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CHANGE MANAGEMENT PROCESS POLICY

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INTRODUCTION

This procedure outlines the Change Management process for Technical Services at the University of Arkansas at Pine Bluff to minimize disruptions in service to users of the technology infrastructure. For purposes of this process, the definition of changes is installs, modifications, or deletions that alter the production infrastructure and operations environment.

Key Objectives are as follows:

- Implement a common approach for requesting/documenting change requests/requirements.
- Ensure proper controls/signoff's/authorizations for all change requests.
- Provide documentation for an audit trail all UAPB IT Infrastructure requested and implemented changes.
- Ensure that the end-users are identified early on and kept fully up to date on the project plan.
- Create faster, more predictable change implementation.
- Reduce risk to the University while implementing new technologies.
- Increase visibility into the change process.
- Improve service levels, including reduced downtime across the IT infrastructure.
- Enhance user satisfaction.

SCOPE

All parties will use this Change Management Process requesting changes to/within UAPB IT production environment including (but not limited to) changes such as:

- Hardware changes
- System software changes (operating level)
- Application changes (e.g., functionality updates, fixes, version releases, etc.)
- IT infrastructure/Network changes
- Interface changes (other application, links, uploads/downloads, etc.)
- Database changes
- Version upgrades/enhancements/patches
- Planned/scheduled outages

DEFINITIONS

Change: Any modification to the production UAPB IT infrastructure as defined in Scope.

- **Routine Change:** A change that will have minimal or no impact to the user community.
- **Comprehensive Change:** A change that impacts a significant number of users or a mission-critical system.
- **Emergency Change:** An urgent request to correct a problem or restore service in the production environment.
- **Change Advisory Board (CAB):** Structure for review and approval of all Comprehensive Changes. It consists of all Technical Services Director and appointed IT staff members.
- **Change Manager:** Director of Technical Services or his/her designee.
- **Change Implementer:** Technical Services Staff member requesting and in charge of implementing the change.
- **Change Overview Screen (SN):** A record of all change requests in TS Job Request or documented via Microsoft Word and their current status, updated continuously throughout the process.
- **Lead Time:** Time required to obtain necessary approvals, plan, and communicate upcoming changes to the University.
- **Staging Tests:** If applicable, the application system and network tests to validate planned changes will perform as expected.
- **UAPB IT Infrastructure:** All hardware, network, and software components for the shared infrastructure environment.

Change Types:

Emergency: Causes loss of service or severe usability problems to a significant number of users, or some equally serious problem. Immediate action is required. Resources allocated immediately to implement authorized change. Typical situations are virus attacks, server security violations from outside the enterprise (through internet/ firewall), or crashes of mission-critical systems. Implementation in the production environment has priority against all other scheduled and pending activities of the required staff. The implemented change documented and reported to the CAB.

Comprehensive: Severely affects some users or impacts the majority of campus users. These types of changes customarily given the highest priority when being considered by the CAB for staging and implementation schedule. Typical situations for this level of priority are preventive protection (e. g. against new viruses) or fixing installed mission-critical systems. The CAB may evaluate the scheduling of the change outside of the next scheduled release or upgrade.

Routine: No severe impact but does require resources for implementation. Typically, assigned for scheduled maintenance changes and/or functionality improvements to applications. Preventive fixes or enhancements on the IT infrastructure (e. g. required capacity improvements

notified through monitoring processes) allocated at this level. No particular resources needed for integration testing and deployment.

Changes at this level are planned through the defined update cycle for software releases and hardware upgrades or the implementation plans of new services.

GENERAL PROCEDURES

Change Request Procedure Order:

1. All change requests submitted via the TS Job Request or formal request via email.
2. The change request will include a description of the change, detailed instructions for the change, testing instructions for after the change, and back out guidelines if problems are encountered.
3. The TS Job Request is forwarded to the appropriate IT staff member for CAB for approval.
4. No routine or comprehensive change can be made until the change has been processed through the approval process detailed below. Emergency changes are an exception and are shown below.
5. The lead time for routine changes depends on when the requestor initiates the change and the approval process is complete.

Routine Change Process and Approval Order:

All routine changes follow the Change Request Procedure Order above. These changes are automatically sent to the supervisor of the Change Implementer, if applicable. Once approved by the supervisor, the person assigned will begin the change management process.

Comprehensive Change Process and Approval:

This procedure establishes the Change Advisory Board (CAB), which is the foundation and structure for management review, coordination and final approval of all comprehensive change requests. The CAB is comprised of the Director of Technical Services and appointed IT staff members. The schedules and status of each change implementation are reported to all affected organizations as needed throughout the process. A comprehensive change is defined as a change that impacts a significant number of users or a mission-critical system. The CAB may evaluate scheduling of the change outside of the next scheduled release or upgrade.

- a. The Change Advisory Board (CAB) meets as needed to review comprehensive change requests.
- b. Changes are reviewed and validated as to impact and priority by the CAB.
- c. The CAB reviews changes in detail, and discusses and evaluates each request as to purpose, reasons, impact, cost, and benefits. If applicable, each member represents their department and provides guidance on the change requests.
- d. The CAB determines how to schedule the change within the pre-defined schedule based on other planned changes, estimates to complete the updates, testing and implementation, and available resources.
- e. The CAB approves or rejects the change request documenting reasons for the decision. Approved changes are scheduled for production implementation.
- f. The lead time for Comprehensive changes requires the requestor must initiate the change approval process at least three months in advance for all IT infrastructure and/or network changes. The requester must complete the ***UAPB Change Request Form-IT Infrastructure*** that include the ***Change Readiness Assessment***. The form is available upon request from the Office of Technical Services.

Emergency Change Process and Approval:

On occasion, changes of an “emergency” or critical nature may be required to address production issues/outages. Emergencies usually occur as a result of problems or as the result of an Incident reported in TS Job Request.

In the case of emergency changes, a streamlined process is used to allow the fastest possible response while still maintaining the proper levels of approval, logging, monitoring, communication, and closure of all change-related activities.

- a. If time and circumstances permit, a TS Job Request should be submitted for the change requested. If time does not allow the change to be entered via the TS Job Request immediately, the Change Manager should be contacted by phone or email to give verbal approval to proceed.
- b. The Change Manager evaluates how the change impacts the infrastructure and may elect to involve other members of the Infrastructure Group or the broader CAB if the change is evaluated as significant impact (multiple systems, etc.).
- c. The Change Implementer completes the change and enters updates into service. Now, as time permits to provide information to the Change Manager and to update and close out the Change Management documentation.

NOTIFICATION PROCESS

Technical Services uses the campus email system, website, radio and television to make users aware of the changes process.

CHANGE MAINTENANCE WINDOW

A maintenance window is a regularly scheduled preset time and day when planned changes, upgrades, and other maintenance tasks can be performed on hardware and software systems. Users will be made aware that the system(s) may not be available during the preset timeframe and will be able to plan accordingly.

Non-Disruptive/Minor Impact Change Window:

1. Time/Day: TBD
2. Description of Non-Disruptive/Minor Change

Minor changes to the service that are not expected to impact service or will only impact users in one specific location/function.

Exceptions: In situations when the change can be made earlier due to the schedule maintained in the specific location, an exception to the time frame can be obtained by contacting the Director of Information Technology Services for approval.

Disruptive Change Window

1. Time/Day: TBD
2. Description of Disruptive Change

Major changes that are expected to impact service to multiple users.

REFERENCES AND RELATED DOCUMENTS

Researched on the internet and reviewed various Universities' policies online.

POLICY DOCUMENT INFORMATION

Continuous improvement. The content of this document subject to regular review based on input from UAPB Technical Services staff and the campus community. Suggestions for enhancement should be submitted to the Director of Technical Services.