



# IS POLICY

SUBJECT <b>Information Technology Change Management</b>	NUMBER ISB-006	SUPERSEDES 12-01-2006
THIS POLICY APPLIES TO Information Systems Branch (ISB) employees	EFFECTIVE DATE 03-28-2012	PAGE NUMBER 1 of 2
REFERENCE IT Change Management - Procedure	APPROVED SIGNATURE Virginia Ellwanger, CIO	

## **PURPOSE:**

To provide standard methods and procedures for Information Systems staff to introduce and execute changes in the ODOT technical infrastructure and applications systems.

To provide efficient and prompt handling of these changes in order to minimize the impact of change-related incidents upon IS service delivery and service quality, and consequently to improve the day-to-day operations of the IS organization.

To assure open and adequate flow of information about impending changes and their possible consequences to those involved in the change or potentially impacted by the change.

To integrate ODOT Change Management process with the requirements of the State Data Center Change Management process.

## **BACKGROUND:**

ODOT's business environment and its information technology infrastructure are heavily inter-related. The continued availability of the overall environment can be jeopardized by changes to almost any component, including computer hardware, software, networks, building facilities, and even business procedures. It is becoming increasingly difficult for any one person to even know whether a change in one area might affect others. Therefore, all such changes must be managed in a way to minimize that risk while responding to business needs for change in a timely manner.

## **POLICY:**

ODOT Information Systems shall use a documented change management process for the introduction of changes to user-impacted technical infrastructure and applications. Because much of ODOT's technical infrastructure is managed by the State Data Center, Change Management is a shared process between the State Data Center and the participating agencies. All changes within this scope shall be subject to approval by a cross-functional Change Management Team and subject to notification of affected users. An exception process will apply to Emergency, Urgent and Tracking/Informational Requests.

## **GOALS:**

1. Changes are scheduled to minimize potential impacts to the business
2. Risks to service continuity are minimized by limiting the number of changes happening at one time
3. All change stakeholders are notified of the coming change with sufficient lead time to prepare for the change
4. Schedule conflicts are resolved by assigning priorities that best support ODOT business objectives and optimize ODOT resources
5. Changes require formal approval prior to implementation into production

6. Changes are tested prior to implementation and backout plans are identified

**GUIDELINES:**

1. The ODOT Service Level Agreements currently specify a 48-hour notification period prior to a change being implemented. Weekends are not counted in the 48-hour period
2. Normally scheduled, Urgent and Tracking/informational changes require approval by the System Manager and System Contact prior to change implementation
3. Emergency changes require approval by an Information Systems Manager prior to change implementation.

**DEFINITIONS:**

**Emergency:** an unforeseen combination of circumstances or the resulting state calling for immediate action that cannot wait for the next scheduled Change Management meeting. Historical notification of the change must be submitted to Change Management after implementation.

**Urgent:** failure, probable failure, or unacceptable degradation in performance of an IT infrastructure component, calling for speedy attention before the 48 hour notification requirement can be met. Change request must be approved at the Change Management meeting before the change is implemented.

**Tracking/Informational:** includes minor updates for programs, applications, non-infrastructure with low risk, and the developer has already notified the customer. These changes would be briefly mentioned at the Change Management meeting and only discussed if someone on the call has questions.

**POLICY ROLES & RESPONSIBILITIES:**

<b>ROLES (alphabetically)</b>	<b>RESPONSIBILITY</b>
<b>Chief Information Officer</b>	<ul style="list-style-type: none"> <li>• Ensure the policy continues to accurately reflect direction regarding compliance of change management within the IS organization.</li> <li>• Communicate and ensure compliance with the change management policy to all IS Managers and Supervisors.</li> </ul>
<b>IS Managers and Supervisors</b>	<ul style="list-style-type: none"> <li>• Communicate the IT Change Management policy and procedures to ODOT IS employees involved with changes to IT infrastructure and applications.</li> <li>• Enforce the use of IT Change Management procedures for all changes impacting users of ODOT’s IT infrastructure and applications</li> <li>• Engage and educate business partners and non-IS key stakeholders regarding the change management process.</li> </ul>
<b>ODOT IS Employees involved with changes to IT infrastructure and applications</b>	<ul style="list-style-type: none"> <li>• Understand and follow the IT Change management policy and procedures.</li> <li>• Engage and educate business partners and non-IS key stakeholders regarding the change management process.</li> </ul>