

PURPOSE

The purpose of this policy is to communicate ICT Management's intent that changes to ICT-supported information technology be managed and implemented in a way that minimizes risk and impact to the university community.

For purposes of this policy, a change is defined as anything that transforms, alters, or modifies the operating environment or standard operating procedures that have potential to affect the stability and reliability of ICT-supported information technology infrastructure and disrupt the business of the University. A change, as defined by this policy, can be planned or unplanned.

POLICY STATEMENT

All changes to ICT-supported systems are required to follow the established *ICT Change Management Process*. ICT Management requires that changes to ICT-supported information technology be subject to a formal change management process that ensures or provides for a managed and orderly method by which such changes are requested, approved, communicated prior to implementation (if possible) and logged and tested.

SCOPE

This policy covers changes to ICT-supported systems (hardware, software, applications, and network environment) upon which any functional unit of the university relies in order to perform its normal business activities. Examples of these systems include, but are not limited to: Banner, Oracle, Exchange, LDAP, Telephone, Fire Alarm, Email, Servers, the network, Learning Management systems and others. Changes not covered by this policy are changes that affect only an individual. Examples of changes not covered under the scope of this policy include, but are not limited to, changes to an employee's desktop or laptop computer, allocation of IP addresses, updates to an office phone, etc.

Changes may be required for many reasons, including:

- User requests
- Vendor recommended/required changes
- Changes in regulations
- Hardware and/or software upgrades
- Acquisition/implementation of new hardware or software
- Hardware or software failures
- Changes or modifications to the infrastructure
- Environmental changes (electrical, air conditioning, data center remodels, etc)
- Unforeseen events
- Periodic Maintenance

AUDIENCE

This policy applies to ICT personnel who install, operate or maintain the aforementioned information technology upon which any unit of the university relies in order to perform its normal business activities. In addition, the policy applies to the general NMSU community as it needs to be informed and aware of the policy since it may have occasion to request a change, approve, test, and thus are thereby subject to following the prescribed process.

ROLES AND RESPONSIBILITIES

Everyone at NMSU has a potential role and corresponding responsibility with regards to Change Management.

- *End-User/Functional User* – has responsibility for 1) submitting a change request, 2) participating in testing, pre-deployment testing and post deployment testing, and 3) timely sign off for the change.
- *End/Functional User Management* – has responsibility for 1) verifying that change requests are valid and 2) timely signing off of changes.
- *ICT Staff as End-User, Functional User or Functional User Management*– has responsibility for following the policy.
- *ICT Staff Technical Role* – has responsibility for following the prescribed change management processes and procedures.
- *ICT Management* – has over all responsibility for overseeing the change management policy and process. This includes ensuring the policy dissemination, oversight, and final approval of implementation of any change.

CHANGE CATEGORIES

This policy categorizes change as: Planned Major; Maintenance and Minor; and Emergency and Unplanned Outage. Of the three change categories, Planned Major Change requires the most rigorous and extensive change process and subsequent procedures. [The Change Management Policy and Change Management Procedures are posted at: http://ict.nmsu.edu/ict/Guidelines/index.shtml.](http://ict.nmsu.edu/ict/Guidelines/index.shtml)

Planned Major Change

Examples of planned major change are:

- Change that results in business interruption during regular business hours
- Change that results in academic interruption within a term
- Change that results in business or operational practice change

- Changes in any system that affect disaster recovery or business continuity
- Introduction or discontinuance of a new information technology service

Maintenance and Minor Changes

Examples of this type of change are:

- Application-based security or business needs patches
- Operating system patches (critical, hotfixes, and service packs)
- Regularly scheduled maintenance
- Changes that are not likely to cause a service outage

Emergency and Unplanned Outage Changes

Examples of this type of change are:

- Building is without service
- A severe degradation of service needing immediate action
- A system/application/component failure causing a negative impact on business operations
- A response to a natural disaster
- A response to an emergency business need
- A change requested by emergency responder personnel

Policy Revision History

Revision Date	File Name	Comments
January 31, 2007	ICTChangeManagementPolicy01-31-07.doc	Initial ICT Change Management Policy
August 14, 2007	ICT Change Management Policy 08-14-07.doc	Revised as per ICT leadership team
August 17, 2007	ICT Change Management Policy 08-17-07.doc	Approved by leadership team and distributed to ICT

POLICY LOCATION:

The Change Management Policy and Change Management Procedures are posted at:
<http://ict.nmsu.edu/ict/Guidelines/index.shtml>.