

3100-P010: Information Technology Change Management Oversight

I. PURPOSE

This policy outlines the requirements for governance and oversight of agency Information Technology change management processes and procedures to ensure all changes are assessed, approved, implemented and reviewed in a controlled manner and to minimize risks or adverse impacts of those changes to business operations and the users of IT services.

II. SCOPE

This policy applies to all executive branch agencies, boards, and commissions (collectively referred to “agency” or “agencies”). Oversight of development projects can be delegated to a change management process dictated by the project management methodology and are not in scope of this policy.

III. CHANGE REQUEST CATEGORIES

Routine change – frequently **recurring** activities on a system, including both the main production system and fail-over or redundant systems. Examples include, but are not limited to, minimal configuration changes, patches, updates, and fixes associated with **routine** maintenance (minimal resources, minimal impact).

Non-routine change – activity that has the **potential to disrupt** an application, service or system; change that is not routine maintenance; change that cannot be performed within a regularly scheduled maintenance window (substantial resources, substantial impact).

Emergency change – corrects an issue posing **immediate** threat to public health/safety, to the system’s security; lack of implementation can cause immediate interruption, errors or omissions in a production environment (including redundancy and/or fail-over).

IV. POLICY

A. General Provisions

1. Agencies shall establish a Change Advisory Board (CAB) to oversee acceptance and implementation of change requests.
2. CAB members shall be chosen to ensure that requested changes are thoroughly checked and assessed from both a technical and business perspective.
3. CABs shall validate their internal processes and procedures annually.
4. CABs shall regularly meet to review change requests and evaluate their agency’s change management procedures.

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B. Oversight Provisions

1. CABs shall review all change requests and shall be the approval authority for implementation.
2. CABs shall document the proceedings of each meeting to include member votes, the results, and all discussion.
3. CABs shall maintain a copy of processed change requests for audit purposes.
4. CABs shall upgrade change requests from one category to another if assessment and review warrant such action.

C. Notification Provisions

1. CABs shall notify change request submitting party of the approval or disapproval status of request and results of implementation.
2. For emergency change requests, CABs shall notify parties affected by change prior to implementation if possible. If not possible, notification will occur immediately after change is implemented.

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