



Change Management Procedure

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1. Introduction

The purpose of Change Management at the Connecticut State Colleges and Universities (CSCU) is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes associated with Information Technology (IT) services offered to the CSCU institutions. Changes in the IT infrastructure may arise reactively in response to problems, or proactively from

seeking improved efficiency and effectiveness, as well as to reflect business initiatives, programs, projects, or service improvements. A proper balance between the need for change and the potential impact and risk of a change needs to be considered for each proposed change.

2. Scope

This document defines the process for the implementation of changes by the CSCU. Each step in the process is important unto itself as well as being a necessary part of the entire process. It provides a vehicle for communication, evaluation, approval, implementation, and measuring effectiveness of all changes.

3. Objective

The primary objective of Change Management is to enable beneficial changes to be made, with minimum disruption to IT services. We will accomplish this objective by providing a:

- Structured process for planning, scheduling, announcing and implementing changes
- Forward Schedule of Changes impacting IT services offered to the CSCU institutions

4. Definition of a Change

Changes that are required to go through this Change Management process are defined as those that make a modification or addition to any component of the IT infrastructure or any aspect of an IT system where the change could adversely impact service delivery. These modifications or additions carry an inherent risk to the integrity of production environment components and the systems they support. A change request can originate from a problem report, service request, enhancement, project initiative, etc. Upgrading a production server, reconfiguring a Local Area Network (LAN), or patching an application, are all examples of a change.

5. Roles and Responsibilities

5.1. Change Requester

This is the IT professional who is requesting the change. It is the responsibility of the Change Requester to provide a concise and complete change request, with appropriate lead times, in the Change Management System. It is also normally the Change Requester who is assigned to implement the change and manage the change with the appropriate statuses.

5.2. Change Manager

The Change Manager is responsible for the overall facilitation of the Change Management process. The Change Manager is appointed by the CSCU CIO. The responsibilities of the Change Manager include:

- Coordinate and chair CAB meetings

- Facilitate the resolution of any schedule conflicts that may arise
- Maintain the processes and procedures necessary to carry out the Change Management functions
- Provide access to the Change Management System

5.3. Change Advisory Board

The Change Advisory Board (CAB) has representation from the CSCU institutions and the CSCU System Office. The IT Leader at each institution is responsible for appointing the institutions CAB member and delegate(s). Collectively, the CAB votes to provide the authority, to the Change Requester, to implement the changes as proposed. The CAB will meet at a regularly scheduled interval to review changes on the Forward Schedule of Changes and any other pertinent business.

Voting Details:

- An “Approve” vote represents that the change can move forward as documented.
- A “Reject” vote represents that the change cannot move forward as documented.
- Voting functions are performed in Servicenow.

It is expected that each member will be an active participant on the CAB and fulfill these responsibilities:

- Attend scheduled meetings on a regular basis
- Review and vote on changes that affect their institution, based on impact and risk
- Convey any upcoming changes to their respective Institution

If a member fails to carry out these responsibilities, the Change Manager may submit a request to the IT Leader at the particular institution for a new appointment.

5.4. Emergency CAB

The Emergency CAB is defined by the CSCU CIO or designee and has the authority to approve an Emergency Change.

6. Change Types

6.1. Normal Change

This is a request that follows the complete Change Management process, where the change is drafted, goes through an internal review, is submitted for voting to the CAB member(s) from the affected CSCU institutions/system office, where it is either approved or rejected. If approved, it then follows the next phases in the change process (scheduled, implemented, reviewed and closed out). The majority of requests are of this type.

The steps of a Normal Change are:

Step 1. New

- Can be created at any time. Change will not move to a vote until submitted.

- At the time of submission, the change requester needs to define a planned start and end date for the change.

Step 2. Assess

- Review takes place by the Change Assess group which determines if the change should move forward to the affected institutions for voting.

Step 3. Authorize

- The affected CSCU institutions/system office will get a request to vote on the change.

Step 4. Scheduled

- Once approved by the affected institutions, it moved into the Scheduled state.

Step 5. Implement

- The individual making the change will move the change into the Implement state once the work has started. This will fill in the actual start date in the change.

Step 6. Review

- The individual making the change will move the change request into the Review state once the work has completed. This will fill in the actual end date in the change.

Step 7. Closed

- During the CAB meeting, the change will be reviewed and the Change Manager will move the change into the Closed state.

Note: At any time during the Assess, Authorize or Scheduled phase a Normal Change can be Canceled.

6.2. Standard Change

This is a request for a change that is recurrent, well known, and has been proven to follow a pre-defined, relatively risk-free implementation. The process to get a Standard Change Template in place follows the same process as a Normal Change. These requests must be submitted to the entire CAB to be approved as a Standard Change. Once a Standard Change is in place, a template is created for the change and it can be selected by the change requester from the available pre-approved change templates. These changes do not require approval.

6.3. Emergency Change

This is a request for a change that occurs when immediate action is required to resolve a major incident, unplanned outage or security concern. The approval process is handled by the Emergency CAB. The CABs will be notified of this change and will be provided regular status updates. Approval by the Emergency CAB can occur verbally, but must also be documented in the Change Management System once the change has been implemented.

7. Documenting the Change

The following information is required when entering a change into the Change Management System.

7.1. Change Details

- Number
- Requested by
- Category
- Service
- Priority
- Risk
- Impact
- Affected Locations
- Type
- State
- Assignment group
- Assigned to
- Short description
- Description

7.2. Change – Planning Tab

- Justification
- Implementation plan
- Risk and impact analysis
- Backout plan
- Test plan

7.3. Change – Schedule Tab

- Planned start date
- Planned end date

8. Forward Schedule of Changes

The Forward Schedule of Changes (FSC) is the documented list of upcoming changes which have been approved or are pending approval.