COLLEGE OF
Engineering, Architecture
&Technology

CEAT ITS Change Management Policy and Procedure	Policies and Procedures CEAT-I-003 Effective Date: 12/10/15

Introduction

1.01 Although it is not specifically addressed in Oklahoma State University Policies and Procedures, the College of Engineering, Architecture, and Technology (CEAT) takes a proactive approach on issues affecting change management in information technology. The purpose of the CEAT-I-003 Policy and Procedure is to detail CEAT's policy regarding change management, direct CEAT Information Technology Services (ITS) staff on what is expected to successfully comply with this policy, and inform CEAT faculty and staff of the process involved with change management.

Policy

2.01 CEAT understands the importance of having a well-defined, segregated change management process in information technology. As part of its change management policy and procedures, the CEAT has defined standards and requirements for change documentation, established an appropriate change approval process, and identified procedures for appropriate user and IT testing, as well as for post-production validation. In each of these areas, a standardized process helps CEAT ensure appropriate planning and execution. These standards apply to all CEAT information resources (such as hardware, software, operating systems, and system documentation).

Procedure

3.01 The OSU IT Division tests security/patch updates before they are pushed out to the users. These tests include anti-virus and Microsoft operating system updates. However, Microsoft productivity packages still require manual updates. CEAT ITS will implement, when feasible, automated updates in compliance with OSU IT policies and procedures.

3.02 CEAT servers receive operating system updates as they are released, but updates are applied to the servers based on a set schedule. This is necessary so that interruption caused by system restarts and possible malformed updates can be minimized.

3.03 The change control process will include the following phases and will apply to all changes provided by CEAT ITS:

Logged change request:

3.04 All change requests must be logged, whether approved or rejected. This should include change authorization and the outcome of the change.

Proper authorization:

3.05 Approval of changes shall be based on the following criteria:

- All changes must be approved by the department/unit administrator prior to implementation, and
- The change request must come from an authorized or designated user.

Impact assessment:

3.06 Impact assessment which is to include the effect on the mission of the CEAT, the compliance with established requirements and standards, the potential effect on other information technology resources and the potential cost implications must be performed prior to implementation.

Appropriate change testing:

3.07 Implementation will carried out after appropriate testing and classification.

3.08 All major changes shall be classified according to resources required to complete the changes.

3.09 Patches and updates will be carried out on approved dates, except in the case of an emergency.

Documentation:

3.10 All changes requests shall be documented.

3.11 Documentation of information resources on change request/implementation shall be updated upon the completion of each change. Previous documentation shall be archived or disposed of as per the documentation and data retention policies.

Change monitoring for improvements:

3.12 All change requests will be monitored by designated CEAT ITS staff once they are implemented or pushed out to the production environment for sustained performance and compliance.

Emergency change classification parameter:

3.13 Specific steps to ensure the proper authorization and documentation of emergency changes shall be followed. These steps will be dictated by the specific parameters defined by the existing OSU IT policies and procedures, as well as the modifications made for CEAT operational purposes and industry “best practice” standards.

Defined responsibilities of CEAT ITS personnel:

3.14 The responsibilities of the CEAT ITS personnel will be as defined by the job descriptions outlined by the OSU Human Resources department. In addition, each member of the CEAT ITS staff is tasked to contribute as needed to get the job done.

Date review completed by CEAT ITS Management: 11/10/15

Date approved by the CEAT Dean and CEAT Executive Council: 12/10/15