

<b>Information Technology Change Management Procedure</b>			
<b>Parent Policy</b>	Technology Management Policy		
<b>Policy Sponsor</b>	Vice President Information Technology and Chief Information Officer (VPIT & CIO)	<b>Category</b>	Administrative
<b>Policy Contact</b>	Deputy CIO	<b>Effective Date</b>	December 12, 2019
<b>Procedure Contact</b>	Deputy CIO	<b>Review Date</b>	December 12, 2024

### 1. Purpose

The change management process is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes, in order to minimize the impact of change-related incidents on service quality, and consequently to improve the day-to-day operations of the University. As a 100% online university, there is a low risk appetite for changes that negatively affect the stability, security, recoverability, and reliability of the University's IT systems and services that are used by all employees and students.

### 2. Scope

This procedure will apply to changes to all IT production environments. The Deputy CIO will determine the scope of change characteristics, by platform, subject to the change management procedure and is accountable for the ongoing effectiveness of all controls established to fulfill the requirements.

### 3. Definitions

<b>Change Request</b>	The objective of change management is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes in order to minimize the impact of change-related incidents and to improve day-to-day operations.
<b>Change Advisory Board (CAB)</b>	Includes IT personnel who have the authority to approve Operations Change Requests (OCR). CAB members have a clear understanding of the university's operational demands, the needs of the user community, and ICT environments.
<b>Service Catalogue</b>	A data set with information about all live IT Services, including those available for deployment.

**Standard Operating Procedure (SOP)**

A standard operating procedure addresses process-related information that is below the level of policies and procedures. Their content often inform the Policy Framework. A SOP is highly detailed, regularly revised and is deemed internal to the University, although a SOP may be shared on a need-to-know basis.

#### **4. Guiding Principles**

- 4.1. The change management procedure(s) will be documented as per the Standard Operating Procedures (SOPs) related to the Change Advisory Board. Each production change must go through the change management process. All changes will progress through each phase of the procedure at different rates depending on the magnitude, complexity, and the impact to the stakeholders.
- 4.2. Applicable changes that impact extension to timelines, budget, or resource planning must create a Project Change Request as per the Digital Governance Framework guidelines.
- 4.3. All changes will be categorized according to their impact. Determining the category of a change will involve an analysis of the degree of risk and the impact according to established criteria.
- 4.4. Every change will be assigned a priority based on the impact of the problem and the urgency for the remedy.
- 4.5. Change requests will be tracked according to an established set of statuses.
- 4.6. System owners or their delegates will be consulted on change requests that affect their systems, applications, and services, including test plans, change request approval process etc.
- 4.7. Adequate notification will be provided to stakeholders of approved outages to systems, applications, and services.
- 4.8. The change management procedure will have adequate segregation of duties to ensure the separation of the requester, approver, and implementer roles.
- 4.9. A post implementation review will be conducted on all changes that were not implemented according to plan.

#### **5. Applicable Legislation and Regulations**

None applicable

**6. Related Procedures/Documents**

[Digital Governance Control Framework – Governing Policy](#)

Project Management Framework for AU

[Alberta Association in Higher Education for Information Technology's ITM Control Framework](#)

NOTE: The subject matter and scope of this procedure are also supported by internal-use only Standard Operating Procedures.

**History**

<i>Date</i>	<i>Action</i>
December 12, 2019	Executive Team (Policy Approved)