

Effective: February 21, 2017

Information Technology Policy

F. File permission changes

Definitions

Back out Strategy – Describes how a change will be reversed, or how the affected system will be placed back to its original state should a change fail.

Change – The addition, modification, or removal of approved, supported, or baselined hardware, software, or configuration items.

C. Emergency A change that must be executed with the utmost urgency in order to prevent any catastrophic events that are likely to occur and/or to recover services from such an event. These are changes that, if not implemented immediately, may leave Millersville University open to significant risk, or

changes are not required to be reviewed by the Change Management Team, but must be authorized by the Change Authority.

- a. If services are down, the issue should be handled as an Incident and is not under the scope of the Change Management Policy
2. Documentation of Significant or Emergency changes must be made in a Process Log that is stored in a common location so that coordination of changes across IT teams can be managed appropriately.
3. Documentation of Standard changes must be done in a Change Log that can be reviewed for process improvement and root cause diagnosis.

Request for Change (RFC)

1. The Change Management process is initiated by the creation of a Change Request
 - A. All documentation, advisory notes, and reviews for a specific Change Request will be attached to the request ticket.
2. All proposed Change Requests must include:
 - A. An implementation plan
 - B. A test plan
 - C. A back out strategy
 - D. A risk assessment
3. Significant Changes will be submitted to the Change Management Team at least 10 days prior to the planned change date.
4. Standard Changes that have not yet been pre-authorized must be submitted to the Change Management Team at least 7 days prior to the planned change date.
5. All Change Requests will be reviewed by the Change Management Team, and once approved, will be authorized by the Change Authority.
6. After a Significant or Emergency Change has been completed, the requestor must verify the change and complete a post-change review outlining whether or not the change resulted in the desired

Roles and Responsibilities

1.

- b. Reviewing and authorizing Change Requests after they have been approved by the Change Management Team

Governance of Change Management

1. Change Management Meetings

- A. These meetings may be held weekly, or as needed. Additional members not on the Change Management Team may be invited to these meetings as necessary.
- B. The purpose of these meetings is to:
 - a. Bring all required parties together to assess the feasibility of implementing the Change Request
 - b. To review the status of all open Change Requests and schedule changes for the current and upcoming weeks
 - c. Approve or disapprove proposed Change Requests
- C. Any Change Requestor whose request is scheduled for review is required to attend the Change Management meeting, or send a proxy

2. Approving Change Requests

- A. A majority of the Change Management Team must be present and approve a change for the request to move forward. If a majority of the Change Management Team is not present, the change will be held until such time as a majority has met and approved the change.
- B. Any member of the Change Management Team can hold a Change Request if a significant concern is expressed.
- C. A Change Request may be denied by the Change Management Team for a number of reasons, such as, but not limited to:
 - a. Resources are unavailable to execute the proposed change
 - b. Insufficient planning and documentation
 - c. Scheduling considerations
 - d. Risk is too high

Campus Communications

If a proposed change has a broad University wide impact, communications will be sent out to the University community and/or appropriate parties by email and/or web posting. Communications will be coordinated through the Change Management Team and must be approved by the Change Authority.