CHANGE MANAGEMENT

POLICY

The following outlines the process for submitting, reviewing, approving, deferring, and closing technology change items.

Definitions
Change Management—the process of requesting, developing, approving, and implementing a planned or unplanned change within the Sherman Information Technology infrastructure.

Change Item (or Change Request)—a documented request to modify the Sherman Information Technology infrastructure. This to be completed via the Sherman Information Technology ticketing system.

Sherman Information Technology Infrastructure—the network, server, storage, database, and solutions technologies managed by the Information Technology Services department.

Non-Emergency Change—a change of regular priority where review of the change request is made during the change meeting and the approval is received prior to the change being made.

Urgent Change—a change of escalated priority where review and approval of the change is received from the director of information technology prior to the change being made and is subsequently reviewed, communicated, and closed during the next scheduled change meeting.

Emergency Change—a change of immediate priority where Sherman Information Technology personnel is required to execute a change without any review or approval. This is normally in a service outage, system down or in an urgent outage prevention situation. The subsequent change is to be reviewed, communicated, and closed during the next scheduled change meeting.

Submittal of a Change Request
Change requests are to be submitted via the Sherman Information Technology ticket system by the owner of the change. The change should not be completed until reviewed and approved according to procedures defined within this policy. All sections of the change request should be completed in a thorough manner. The documentation must identify the scope of the change, areas affected, back-out process, testing completed, communication plan and planned date of deployment. This is to be done at a level to ensure the scope as described can be accomplished and to provide assurance that the change will have the desired result. Once a change request is submitted it will be known as a change item and is assigned a change number.

Any change item affecting the high security (FERPA, HIPAA) environment should be noted as such with any additional fields/requirements completed appropriately.

CHANGE MANAGEMENT

Review of New Change Items
New change items are reviewed during the change meeting. The leader of the change meeting is to review each pending change item with the group to ensure all attending understand the change and its dependencies. Items that are understood and agreed to by all are motioned for approval. Any incomplete requests will be held or deferred as decided on during the change meeting.

Approval & Deferral of Change Items
Authorization of a change item occurs after the change is reviewed and depends on the priority of the item as described in the table below:

Type	Authorization*	Change Timing/Discussion
Non- Emergency	As defined by the Sherman Information Technology team requesting/owning the change (i.e., Group Leader, Project Manager, Manager, etc.)	Change occurs after consensus approval from the change meeting
Urgent	Received from the director of information technology prior to the change being made	Change occurs prior to the change meeting discussion
Emergency	None, the director of information technology is communicated with after (or as) the change is being made	Change occurs prior to the change meeting discussion

*Changes affecting the high security environment require the approval of the director of information technology.

Items that are not approved according to the table above should not be implemented until the review and approval process is followed. Unapproved change items should only remain so for a short period of time (1 or 2 change meetings only). Items that cannot be approved and/or will not be deployed in a reasonable timeframe should be moved to deferred status and reactivated when the change is ready for deployment.

CHANGE MANAGEMENT

Closing a Change Request
Change items that are previously approved and subsequently deployed are reviewed for closure during the change meeting. The owner of the change (or an informed representative) should be available at the change meeting to discuss the implementation. The review should note the status of the change item execution and any service or infrastructure impacts. If the change has performed as desired, it may be closed. In the event a change does not perform as expected or causes issues to one or more areas of the production environment, the attendees of the change meeting will determine if the change should be removed, and the production environment returned to its prior stable state. Appropriate action should be noted within the change application and successfully acted upon prior to marking the item closed.

Compliance with Legal and Regulatory Requirements
Sherman College of Chiropractic has many federal laws and regulations that it must follow, these include the Family Educational Rights and Privacy Act of 1974 (FERPA), the Health Insurance Portability and Accountability Act (HIPAA), the Gramm-Leach-Bliley Act (GLBA) and the Payment Card Industry (PCI) Data Security Standard (DSS). The process of change management should support these and other applicable Sherman College policies found on the Sherman College website.

Exclusions or Special Circumstances
Exceptions to this Policy shall only be allowed if previously approved by the director of information technology and this approval is documented and verified.

Consequences
Use of College electronic information resources contrary to this policy or applicable federal, state, or local law is prohibited and may subject the user to disciplinary action including, but not limited to, suspension of the user's access to the electronic information resources. Users also should be aware of other possible consequences under college policies and federal, state, or local laws, particularly those related to computer crime and copyright violation.

Recourse/Appeals
If a department or individual feels that actions taken under this policy have been inappropriate, a review of the decision may be requested. The review will be conducted by the provost and executive vice president. If, after the review, there is still a disagreement with the decision, appeals should be directed through the existing procedures established for employees and students.