

 Prescott College	Policy Number: 1230	
	Policy Category: Information Technology Policies	
	Change Management	
	Policy Summary: <i>This policy establishes the rules related to the creation, evaluation, implementation and tracking of changes made to Prescott College Information Resources.</i>	
	Approval Date: 04/22/24	Effective Date: Upon approval
	Policy Owner: <i>Vice President, Finance and Administration</i>	
	Scheduled for Review: <i>Spring 2029</i>	

Policy Statement

Change management refers to a formal process for making changes to Information Technology services. The goal of change management is to increase awareness and understanding of proposed changes across the organization, standardize the process and ensure that all changes are made in a thoughtful way that minimize negative impact to services and departmental customers.

All changes must follow a process of planning, evaluation, review, approval, and documentation.

1. Changes to both the physical and logical production environment must be documented and classified according to their:
 - a. Importance
 - b. Urgency
 - c. Impact
 - d. Complexity
2. Change documentation must include, at a minimum:
 - a. Date of submission and date of change
 - b. Owner and custodian contact information
 - c. Nature of the change
 - d. Change requestor
 - e. Change classification(s)
 - f. Roll-back plan
 - g. Change approver
 - h. Change implementer
 - i. An indication of success or failure
3. Changes with a significant potential impact to Prescott College Information Resources must be scheduled.
4. Prescott College Information Resource owners must be notified of changes that affect the systems they are responsible for.
5. Authorized change windows must be established for changes with a high potential impact.
6. Changes with a significant potential impact and/or significant complexity must have usability, security, and impact testing and back out plans included in the change documentation.

7. Change control documentation must be maintained in accordance with the Prescott College Data Retention Schedule.
8. Changes made to Prescott College customer environments and/or applications must be communicated to customers, in accordance with governing agreements and/or contracts.
9. All changes must be approved by the Information Resource Owner and Director of Information Technology.
10. Emergency changes (i.e. break/fix, incident response, etc.) may be implemented immediately and complete the change control process retroactively.
11. All documented changes must be reviewed to ensure successful implementation and to make sure compliance is maintained with developed baselines.

Definitions

Reason for Policy

To ensure any changes made to Prescott College Information Resources are properly completed and documented.

Responsibilities

For following policy:	Any individual creating, evaluation or implementing changes to PC Information Resources
For enforcement of policy:	Director, Information Technology
For oversight of policy:	Director, Information Technology
For procedures implementing the policy:	Director, Information Technology
For notification:	Policy Librarian

Procedures

Cross Referenced Policies

Revision History