Change Management Policy

Introduction
The Information Resources infrastructure at Texas A&M University-Kingsville is expanding and continuously becoming more complex. There are more people dependent upon the network, more client machines, upgraded and expanded administrative systems, and more application programs. As the interdependency between Information Resources infrastructure grows, the need for a strong change management process is essential.

From time to time each Information Resource element requires an outage for planned upgrades, maintenance or fine-tuning. Additionally, unplanned outages may occur that may result in upgrades, maintenance or fine-tuning.

Managing these changes is a critical part of providing a robust and valuable Information Resources infrastructure.

1. **Purpose**
   1.1. The purpose of the Change Management Policy is to manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of Information Resources.

2. **Audience**
   2.1. The Texas A&M University-Kingsville Change Management Policy applies to all individuals that install, operate or maintain Information Resources.

3. **Change Management Policy**
   3.1. Every change to a Texas A&M University-Kingsville Information Resources resource such as: operating systems, computing hardware, networks, and applications is subject to the Change Management Policy and must follow the Change Management Procedures.
   3.2. Texas A&M University-Kingsville has established a scheduled maintenance window that occurs between 4am and 7am on Fridays. All changes affecting user connectivity and access to information resource services must be scheduled within this time frame unless otherwise scheduled with upper management of the Computer Information Systems department.
   3.3. All changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) need to be reported to or coordinated with the leader of the change management process.
   3.4. A Change Management Committee, appointed by IS Leadership, will meet regularly to review change requests and to ensure that change reviews and communications are being satisfactorily performed.
   3.5. A formal written change request must be submitted for all changes, both scheduled and unscheduled.
   3.6. All scheduled change requests must be submitted in accordance with change management procedures with 2 weeks of prior notice so that the Network Services Department has time to review the request, determine and review potential failures, and make the decision to allow or delay the request.
   3.7. Each scheduled change request must receive formal Network Services Department approval before proceeding with the change.
   3.8. The appointed leader of the Network Services Department may deny a scheduled or unscheduled change for reasons including, but not limited to, inadequate planning, inadequate backout plans, the timing of the change will negatively impact a key business process such as year end accounting, or if adequate resources cannot be readily available. Adequate resources may be a problem on weekends, holidays, or during special events.
   3.9. Customer notification must be completed for each scheduled or unscheduled change following
the steps contained in the Change Management Procedures.

3.10. A Change Review must be completed for each change, whether scheduled or unscheduled, and whether successful or not.

3.11. A Change Management Log must be maintained for all changes. The log must contain, but is not limited to:

3.11.1. Date of submission and date of change
3.11.2. Owner and custodian contact information
3.11.3. Nature of the change
3.11.4. Indication of success or failure signed by all parties involved.
3.11.5. Copies of original files such as

3.12. All Texas A&M University-Kingsville information systems must comply with an Information Resources change management process that meets the standards outlined above.

3.13. Violations of this policy must be reported to the CIO.

4. **Disciplinary Actions**

4.1. Violation of this policy may result in disciplinary action up to and including termination for employees and temporaries; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of Texas A&M University-Kingsville Information Resources access privileges, civil, and criminal prosecution.