Change Management Procedure

Introduction
The information resources infrastructure at Texas A&M University-Kingsville (TAMUK) 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.

Purpose
The purpose of this procedure is to manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Changes require adequate planning, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of information resources.

Audience
This procedure applies to individuals that install, operate or maintain TAMUK Information Resources.

Change Management Procedure
1. Every change to a TAMUK Information Resources resource such as: operating systems, computing hardware, networks, and applications is subject to this procedure.
2. All changes affecting user connectivity and access to information resource services must be scheduled within the maintenance window unless otherwise scheduled with the Chief Information Officer.
3. All changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) require coordination between Physical Plant and iTech.
4. A formal change request must be submitted for all changes, both scheduled and unscheduled.
5. All scheduled change requests should be submitted two (2) weeks in advance to allow time to review the request, determine and review potential risks, and make the decision to allow, delay or deny the request.
6. Customer notification must be completed for each scheduled or unscheduled change.
7. A change review must be completed for each change, whether scheduled or unscheduled.
8. A Change Management Log must be maintained for all changes. The log must contain, but is not limited to:
   a. Date of submission and date of change
   b. Owner and custodian contact information
   c. Nature of the change
   d. Indication of status

9. All TAMUK information systems must comply with an information resources change management process that meets the standards outlined above.

**Disciplinary Actions**

Violation of this procedure 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 TAMUK Information Resources access privileges, civil, and criminal prosecution.

**References**

1. Copyright Act of 1976
2. Computer Fraud and Abuse Act of 1986
4. DIR Practices for Protecting Information Resources Assets
5. DIR Standards Review and Recommendations Publications
7. The Health Insurance Portability and Accountability Act of 1996 (HIPAA)
8. IRM Act, 2054.075(b)
9. The State of Texas Information Act
10. The State of Texas Penal Code, Chapters 33 and 33A
11. Texas Administrative Code, Chapter 202
12. Texas A&M University-Kingsville Procedure 29.01.03.K1.010
13. Texas A&M University-Kingsville Procedure 29.01.04.K1.010
14. Texas Government Code, Section 441