

29.01.99.K1.050 Change Management Procedure



Effective: April 1st, 2004
Revised: April 25th, 2013
Revised: March 28th, 2019
Next Scheduled Review: March 2024

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. 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. Changes to TAMUK Information Resources such as: operating systems, computing hardware, networks, and applications are subject to this procedure.
2. 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 (CIO).

3. Changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) require coordination between Physical Plant and iTech.
4. Normal maintenance window is every Friday 3 A.M to 7 A.M.
5. Notification of significant changes must be posted for scheduled changes two weeks in advance.
6. A change review must be completed for each change, whether scheduled or unscheduled.
7. ServiceNow will be used for the Change Management Log which 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
 - c. Nature of the change
 - d. Indication of status

Disciplinary Actions

Violation of this procedure may result in disciplinary action up to and including termination for employees and temporaries; a termination of contract 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
3. Computer Security Act of 1987
4. DIR Practices for Protecting Information Resources Assets
5. DIR Standards Review and Recommendations Publications
6. Foreign Corrupt Practices Act of 1977
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 Acceptable Use Procedure 29.01.99.K1.010
13. Texas Government Code, Section 441

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