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Change Control Policy, Procedure and Form

Purpose

Change Control is a very simple concept. It means providing an orderly way for making changes to your Microsoft computing environment (i.e., Active Directory, Exchange, OS Patches, etc.). It means notifying anyone affected by the change and listening to protests should the change adversely affect someone. It means documenting changes and it means devising reasonable contingency plans for restoring the system if a change doesn't work. The risk of introducing significant changes to the production environment must be managed through an appropriate level of documentation, authorization, planning, and testing. These changes could potentially impact the stability or performance of the company's IT production environment. By using a series of standardized and repeatable procedures and actions, you will be able to introduce changes to the IT infrastructure in such a way that any negative impact is minimized. This document describes the process that is to be used for requesting and managing these changes. This policy is meant to include any changes to a network or server infrastructure and business applications.

Roles

The following are the key roles specific to the Change Control process. One individual may be responsible for several roles as well as several individuals may be fulfilling a single role. The IT Department is responsible for managing the execution of the Change Control process.

Change Control Manager

The Change Control Manager (IT Department) manages the process for all requests and reviews each request for completeness. The Change Control Manager verifies that the stated objectives of the request can be met and are consistent with company best practices. The Change Control Manager has the discretion to deny requests that are not consistent with company policy or best practices.

Change Requestor

The Change Requestor originates the request by submitting a written or online Request For Change (RFC) to the Change Control Manager.

Change Implementer

The Change Implementer makes the necessary changes as requested in the RFC and notifies any other affected parties if corresponding changes need to be made. Changes are implemented into production by the Change Implementer.

Change Control Team

The Change Control Team is formed to manage the objectives of the specific request and is comprised of members representing the technical, functional and management communities. This team will meet as needed to review, approve/reject all proposed changes, and schedule change actions.

Procedure

1.

A request must be submitted to the Change Control Manager

2.

If the initial request is approved by the Change Control Manager and is not an Emergency Change, an appropriate Change Control Team is formed.

3.

An impact analysis is performed by a member of the Change Control Team to determine what applications are affected by the change, if an outage is required and to determine the approximate costs and risks associated with the request. A back-out plan is also developed and included in the impact analysis to ensure that unsuccessful changes or undesirable results do not adversely impact business processes.

4.

The Change Control Team will meet as needed to review proposed changes. The Change Control Manager is the coordinator of the Change Control Team.

5.

If a request is denied, the requestor is notified in writing.

6.

Requests that are approved are categorized by priority (critical or normal), a Change Implementer is assigned, an implementation date is determined, and responsibility for end user communications is assigned.

7.

Emergency changes and IT changes: In the event of an emergency requirement for a change, the Change Control Manager must approve a change prior to implementation and document reason for change, implementation notes and appropriate testing. The Change Control Manager will review all approved emergency changes and IT changes periodically with the IT Manager.

8.

The Change Control Team will develop test scripts as necessary and assign test responsibilities so that users can validate the changes in the production environment.

User acceptance information (name, date, summarized results, etc., as applicable) is documented in a database.

9.

Once completed and tested, the documentation and history of the project is retained.

All user approvals that were captured by email will be also be saved. The Change Control Manager will maintain copies of approval emails in his/her email files to facilitate validation of the contents of emails.

RFC FORM

Change Proposal Title:

Requested By:

Planned

Unplanned

Development Change Yes

No

Project Name:

Describe proposed change:

Risk(s) of implementing the proposed change:

Fall-back or back-out plan:

If an outage or interruption of service to users is required, who will be affected and for how long?

Review

Date:

Implementer Assigned:

Date Implementation of Change is Due:

Approval: Approved

Rejected

Postponed

Priority: Critical

Medium

Low

Describe any testing that was performed after implementing the change:

User Acceptance (if necessary)

Name:

Signature: Date:

Authorizations

Implementer Sign-Off Date

Change Control Manager Authorization Date