

IT Change Management:

Guiding Principles

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 Cristian Lita, John McCormick, Paul Khangura, Alex Virapen, Stan Padacz, Stephen Taylor, Stuart Tenn, Tony
 Diana, John Fitzgerald, Julia Kraveca

Role	Name	Phone #	E-Mail Address
Document Owner	Information Technology		
Author	Stephen Taylor	2807	
Contributor	Stuart Tenn, Stan Padacz, John Fitzgerald, Tony Diana, Paul Khangura, Julia Kraveca, Alex Virapen, John McCormick, Cristian Lita		
Reviewer			
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Introduction

The objective of change management is to ensure that changes are recorded, evaluated, authorized, planned, tested, implemented, documented, communicated and reviewed in a controlled manner. The benefit of this process is to prevent unplanned IT service interruptions that negatively impact the Sheridan community, and the IT systems they use to deliver their services.

Scope

This change management applies to all functional changes to a production environment including but not limited to, additions, deletions, modifications, as well as maintenance scheduled on the processes, applications, operating systems, networks, databases, and/or infrastructure components.

Policy Details

Principles

Prioritization

Proactive changes will occur in pre-established change windows.

Reactive changes will be prioritized outside of change windows where appropriate depending on impact to the Sheridan community and urgency.

Segregation of Duties

Change originators cannot authorize their own changes; a required authority level must review and authorize them.

Authorization

All changes will be categorized depending on risk and impact, and authorized by the appropriate level of change authority.

Change Windows

Change windows will be established to complete authorized changes based on the business cycles of the Sheridan community.

Process Measurements

The change management process will be measured to evaluate efficiency, effectiveness, and success using critical success factors, KPI (key performance indicators) and supporting metrics.

Compliance

Failure to follow the documented and approved Change Management process will be considered a violation of these guiding principles and will lead to disciplinary action.

Definitions

Change: any addition, modification, or deletion of anything that may affect IT services. Including software, hardware, infrastructure, or processes.

IT Management Group: a group consisting of management representatives from all teams of IT

CAB (Change Advisory Board): a cross-functional gathering of representatives who assess, prioritize, and authorize changes.

ECAB (Emergency Change Advisory Board): A sub-set of the CAB who makes decisions about high impact emergency changes

Production Environment: An IT System in which hardware and software are in live use, in contrast to a development or test environment.

Reactive Change: a change that is implemented as a response to an event or incident

Proactive Change: a change that is implemented to provide value or to prevent negative impact to the Sheridan community

Change Window: a defined period of time in which all proactive changes will be scheduled