

# ITSS Change Management

## Policies and Procedures

### **Change Management Defined**

Change Management is the process of requesting, analyzing, approving, developing, implementing, and reviewing a planned or unplanned change within the IT infrastructure. A change is “an event that results in a new status of one or more configuration items (CI's).” Configurable Items can be: servers, workstations, group policies, software, etc.

The Change Management Process begins with the creation of a Change Request, also known as a help request/ticket within the ITSS Help Queue for end users, or recognizing a need for a change by the ITSS staff. It ends with the satisfactory implementation of the change and the communication and documentation of the result of that change to all interested parties.

The goal of Change Management is to ensure that standardized methods and procedures are used for efficient handling of all Changes, in order to minimize the impact of Change-related incidents and to improve day-to-day operations.

### **The Change Management Process**

The primary goal of the Change Management Policies and Procedures is to accomplish IT changes in the most efficient manner while minimizing the business impact, costs, and risks. All IT changes within the ITSS infrastructure will be documented in the Change Database or the ITSS Help Queue for review by ITSS staff. To achieve this, the change management process includes the following primary steps (note that all information collected in the steps below is documented in a Change Record (also known as a help ticket) created in the ITSS Help Queue or documented in the Change Database maintained by ITSS:

- **Formally Request a Change.** All end user requests for change will be documented within the ITSS Help Queue ([www.aa.ufl.edu/itss](http://www.aa.ufl.edu/itss)) by creating a new help ticket. A new help ticket will be completed by the assigned technician with input from the end user.
- **Categorize and Prioritize the Change.** The Network Coordinator/Administrator will assess the urgency and the impact of the change on the infrastructure and end user productivity.
- **Analyze and Justify the Change.** The Network Coordinator/Administrator works with the change requester and the change initiator (either server administrator or help desk technician) to develop specific justification for the change and to identify how the

change may impact the infrastructure and business operations. When completing the analysis of the change, the Network Coordinator/Administrator must ensure they consider the business as well as the technical impacts and risks.

- **Approve and Schedule the Change.** The Network Coordinator/Administrator uses the ITSS Help Queue (end user) or Change Database (servers) to record and schedule the change.
- **Plan and Complete the Implementation of the Change.** This process includes developing the technical requirements, reviewing the specific implementation steps and then completing the change in a manner that will minimize impact on the infrastructure and end users.
- **Post-Implementation Review.** A post-implementation review is conducted to ensure whether the change has achieved the desired goals. Post-implementation actions include deciding to accept, modify or back-out the change; contacting the end user to validate success; and finalizing the change documentation within the ITSS Help Queue or Change Database.