Siena College ITS Change Management and Control Policy

I. Purpose:

The purpose of this policy is to establish management direction, high-level objectives for change management and control. Managing changes in a rational and predictable manner allows staff to plan accordingly when applicable.

II. Scope:

This policy applies to all parties operating within the Siena College’s network environment or utilizing Information Technology Services (ITS) Resources. It covers the data networks, LAN servers, and personal computers (network-enabled), located at Siena College offices and related locations, where these systems are under the jurisdiction and/or ownership of Siena College, and any personal computers, laptops, mobile device and or servers authorized to access Siena College’s data networks. No employee is exempt from this policy.

III. Policy Statement:

This policy will ensure the implementation of change management and control strategies to mitigate associated risks such as:

- Information being corrupted and/or destroyed;
- Computer performance being disrupted and/or degraded;
- Productivity losses being incurred; and
- Exposure to reputational risk.

Information Technology Services (ITS) infrastructure is critical to the effective operation of the College and strives to continually maintain and improve this vital resource. It is essential that we carefully manage changes to the infrastructure. Change Management is not meant to cause frustration or to question the need of the change, it is used as a tool to ensure the reduction of negative impacts and mitigate unforeseen ramifications to Siena’s community while increasing its infrastructure.

This policy covers all changes (additions, deletions and modifications) to an information technology resource regardless of who initiates it. It encompasses changes to the live environment which includes:

- The College's shared IT infrastructure, including but not limited to hardware, software, operating system, data and voice network and applications; and
environmental facilities supporting the College’s shared IT infrastructure, including but not limited to air-conditioning, water, heat, plumbing, electricity, and alarms where applicable; and

data and databases, whenever changes are applied without using live versions of data entry programs; and

disaster recovery facilities.

Some examples of “types of changes” are:

- Applications, Systems and Third Party Software (JIRA, Blackboard, Banner, Self Service, Siena College main website, Phone system, Google Apps, Windows),
- Change to Documentation/Policies/Procedures,
- Hardware (Servers, Switches, Routers),
- Environment (Network Environments, including changes to IP protocol or routing, New/Upgraded Wi-Fi Access locations).

It does not apply to changes to test systems, providing they are isolated from the live environments. Nor does this apply to normal day-to-day business that occurs during the course of the day (i.e. resetting of users accounts or maintenance of hardware (routine patches) or software (field additions that doesn’t change the functionality of the form/page) that have minimum effect on the community).

IV. General:

ITS management has recognized the importance of change management and control and the associated risks with ineffective change management and control and have therefore formulated this Change Management and Control Policy in order to address the opportunities and associated risks.

1. A change includes a modification to an existing service, maintenance to an existing service or a project to install a new or upgraded service. All change requests shall be logged whether approved or rejected on a standardized and central system. The approval of all change requests and the results thereof shall be documented.

2. Changes should be tested in an isolated, controlled environment (where feasible) prior to implementation to minimize the potential effect on business processes. Also, to assess the business impact on operations, verify security and that intended changes were made.
a. A risk Assessment shall be performed for all changes and dependent on the outcome, an impact assessment should be performed

b. The impact analysis should include the potential effect on other information resources and potential cost implications, as well as consider where applicable compliance requirements and standards.

3. Any change to an information technology resource must be performed in compliance with Siena College's ITS Change Management and Control Policy.

4. Changes require two steps of approval: prior to a fully tested change being promoting into production:

   a. Approval by the program Director prior to releasing the fully tested change.

   b. Approval by the ITS leadership team via (a Change Request - Documentation of proposed changes to be attached in the change request system) prior to promoting the change into the live (production) environment.

V. Governance:

This policy will be updated by the Department of ITS. It will be approved by the CIO.

VI. Exceptions:

Exceptions can be granted in limited circumstances by the CIO based upon the needs of the College and upon the requestor’s written justification.

VII. Revision History:

<table>
<thead>
<tr>
<th>Date</th>
<th>Revision #</th>
<th>Modification</th>
<th>Approved Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/27/14</td>
<td>Original Draft for ITS Leadership Review</td>
<td>7/7/14</td>
<td></td>
</tr>
</tbody>
</table>
