Otis College
Information Systems

Policy

Change Management

Date: September 16, 2009

Purpose: Purpose is to establish Change Management Policy and Procedures for Otis College. This policy defines the standardized procedures to be used when changes are made to the College's administrative software. When this Policy is followed, the risk of incidents is reduced and the integrity of the College's business operations and reporting is preserved. Without Policy formality, the risk of incidents would be higher and accountability for software changes would be insufficiently documented.

Scope: This policy covers all administrative software systems used at Otis College.

Discussion: Change Management is an IS Operations Group discipline whose goal is to reduce the risk of incidents when changes are made to the administrative software systems. Change Management reduces risk through the use of standardized procedures to document and implement change.

Details: Role of Policy Participants:

1. Successful change requires the engagement and participation of all the people involved. This Policy assigns responsibilities to Departments and IS according to the principle role each serves.
2. Departments act as custodians of the College's business data that is entrusted to their individual missions. Departments are responsible for their data's content and usage; therefore, Departments initiate software proposals and decide whether the software should be installed.
3. IS is a service bureau that provides support to Departments in the form of software development, software installation, and consultation.

Software covered by this Policy:

1. The word "change" applies to new software and modified software.
2. This Policy is applied to all administrative software that is maintained by IS; this includes vendor-supplied software as well as IS-developed software.
3. This Policy is applied to all types of software: reports, processes, forms, and Oracle scripts.

Project Creation:

1. The Department identifies a need to improve the processing for a particular business function.
2. The Department Requestor shall prepare a software request for IS that adequately and clearly states the specifications for the change. The request should explain the business purpose to be supported by the software.
3. The IS Software Developer shall create a project for the request in the Project Tracking System.
4. The project's tracking entry includes the names of the Department Requestor and Approver and the IS Software Developer, and a description of the specifications.

5. Other policies, such as "Otis College Data Standards" (final revision in committee) and the Policy - Banner Data Acceptable Use Policy may apply to the project's specifications.
6. When a software proposal conceived by a Department requires data that is maintained by another Department, then that Department shall be contacted by IS to verify approval of the proposed usage of its data.
7. The Director of IS shall resolve issues concerning the validity, usage, and scope of the request.

Project Approval and Installation:

1. The Department Approver shall approve the project for installation; this action signifies that the software is acceptable for production.
2. Approved software is assumed to be tested software; only approved software shall be installed.
3. Prior to installation, the Software Developer shall place the software into the IS source code versioning library.
4. To attain tighter data security and a more easily accessed audit trail, only the IS Senior Programmer/Analyst shall install software for production.
5. The Senior Programmer/Analyst shall install software that has been retrieved from the source code versioning library; this action completes the project.

Vendor Software Upgrades:

1. The IS Senior Programmer/Analyst shall create the software upgrade project in the Project Tracking System.
2. The Senior Programmer/Analyst shall install the upgrade software in a test environment.
3. IS Software Developers shall perform preliminary testing to verify that the technical behavior of the upgrade is acceptable.
4. Department staff shall test the upgrade software to judge the vendor's defect resolutions and enhancements.
5. Department staff shall carefully test mission-critical software.
6. The Department must alert IS of concerns and problems that are discovered during testing.
7. Before installation, the Director of IS shall approve the project; this action signifies that the upgrade software poses no known risk to the College's critical business processing.
8. Senior Programmer/Analyst shall install the upgrade software in the production environment; this action completes the upgrade project.

Revisions: 09/16/2009 - Created