

IT Change Management Policy

- **Definition**
 - IT Change Management is the process of requesting, developing, approving and implementing a planned or unplanned change within the IT infrastructure. It begins with the creation of a Change Request within the PeopleSoft Application. It ends with the satisfactory implementation of the change and communication of the result of the change to all interested parties.

- **Process**
 - **Formally request a change** – All requests for change within the PeopleSoft Application will be documented by creating a new change request. The change request will be completed by the change requestor with assistance from a member of the ERP staff.
 - **Analyze and Justify Change** – The change requestor and the ERP Staff will work to develop a specific justification for the change and identify the impact on infrastructure, business operations and budget, identify business as well as technical risks, develop technical requirements, and review specific implementation steps. The change requestor with assistance from the ERP Staff will be required to submit a functional test plan that is sufficiently detailed to provide assurance that the change will have the desired result.
 - **Approve and Schedule the Change** – The ERP Project Manager will chair a Change Management team consisting of – at a minimum - representative IS members from Network Engineering, Server Administration, Operations, Applications Support, Security Administration, Database Administration, Desktop Support, and with appropriate members of the affected end-user community. The group will assess the urgency and impact of the change on the infrastructure, end user productivity and budget. In the event of a major or significant change the change request must be approved by the LCTCS IT Director and, where appropriate as determined by the LCTCS IT Director or on recommendation by the Change Management team, members of end-user management.
 - **Plan and Complete the Change** – The Change Management Team will assign specific IS members and identify appropriate end-user members to complete the change in a manner that will minimize impact on the infrastructure and end users. In the event that the change does not perform as expected or causes issues to one or more areas of the production environment, the team will determine if the change should be removed and the production environment returned to its prior stable state.

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- **Post Implementation Review** – A review will be conducted by the Change Management team to formally ensure the change has achieved the desired goals. Post implementation actions may include acceptance, modification, or backing-out of the change. The team formally documents the final disposition of the change as part of the Change Request Documentation.

- **Scope**
 - The intended scope of the change management process is to cover changes to the PeopleSoft ERP Applications in the production environments. Primary functional components include the following:
 - Hardware – Installation, modification, removal or relocation of computing equipment.
 - Database – Changes to databases or files such as updates, additions, reorganizations and major maintenance.
 - Application – Application changes being promoted to production as well as the integration of new applications and the removal of obsolete elements.
 - Schedule Changes – Requests for creation, deletion or revision to job schedules, back-up schedules or other regularly scheduled jobs managed by the ERP Staff.
 - Outages – application or network outages in excess of 30 minutes in duration will require a formal review to ensure that issues are identified, notification protocols are followed, and solutions defined.

- **Out of Scope**
 - Tasks that require an operational process but are outside the initial scope of the ERP Change Management process include:
 - Disaster Recovery
 - Changes to non-production elements or resources
 - Changes within the daily administrative process such as password resets, user adds and deletes, etc..
 - Functional configuration of Business Units

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