

## ITCM-0.2 CHANGE MANAGEMENT POLICY

Responsible Business Unit: IT  
Affected Business Unit: All  
Created by: Chris Pofahl

Creation Date: 9/2/2016  
Effective Date: 1/12/2017  
Expiration Date: [Expiration Date]

### Introduction

This City of Waukesha Change Management Policy ensures that changes to all City of Waukesha servers, applications, network infrastructure, and workstations receive formal approval by the ~~Change Advisory Board (CAB)~~ City IT Department prior to production implementation, except in the case of an emergency. Emergency changes will be approved by the ~~Emergency Change Advisory Board (ECAB)~~ IT Director or Technical Operations Manager.

### Definition

- a. **Change Management:** The set of processes that allow changes to be introduced into the live environment in a controlled fashion that minimizes disruption and maximizes efficiency.
- b. **Normal Change:** All changes that are not Standard or Emergency.
- c. **Standard Change:** Tasks that are well known, documented, and proven. The risk is low and well understood.
- d. **Emergency Change:** The change is being requested to resolve a current or imminent critical immediate that threatens business continuity.

### Purpose

This Change Management Policy mitigates impacts to changes in the City of Waukesha technology environment and identifies how IT helps resolve future problems before they arise.

### Scope

#### 1. Policy Justification

- a. Additionally, this Policy related document insures the integrity, availability, and security of the City of Waukesha Wisconsin's digital assets.

#### 2. Affected Staff

- a. All City departments, offices, divisions, and agencies



- b. All represented and non-represented employees, contractors, and temporary workers

**3. Significantly Related Documents and Policies**

- a. ITCM-SOP 0.1 Change Management Standard Operating Procedure

**4. Policy Maintenance**

- a. Review this policy annually by Information Technology Board

**5. Policy Statement**

- a. All changes to the City of Waukesha's production environment shall get formal approval and sign-off using an electronic change management system.
- b. For major systems the vendor will be either performing the change or working closely with IT staff during the change
- c. All Normal change request should be presented to the CAB submitted for review by the IT department 10-7 days prior to the change.
- d. All Standard changes requests should be presented to the CAB during the weekly change management meeting a minimum of 24 hours prior to the change.
- e. Change requests will have an appropriate communication plan. In the event that an urgent or emergency change is required, targeted e-mails shall notify affected users with as much forewarning as possible given the situation.
- f. Changes to test/development environments do not need approval through the change management policy, but track significant changes as part of project documentation in order to replicate in the production rollout.
- g. One may complete change approvals after-the-fact in an emergency requiring immediate action - when a system or parts of a system is down and repair is critical for business operations. Prior notification of emergency changes though not required, an incident summary shall communicate to users the change and to report any adverse effects immediately.
- h. When making changes, follow appropriate separation of duties whenever possible. In certain circumstances, it may be impossible to keep this separation – in those circumstances then note any potential conflict on the change request form.
- i. Change requests will have appropriate and reasonable back-out plans attached. In the event that a back-out plan is not feasible, note this on the change request.
- j. Document required user testing of the change. The extent of testing should be commensurate with the complexity or impact of the change.

- k. IT management shall review periodically any system-generated logs of program and data changes to ensure unauthorized changes have not to production.

**6. Enforcement**

- a. Process Violation – See City of Waukesha HR Policy *B20 - Software Usage and Standardization* approved this 2nd day of February 2010.
- b. Additionally, see related regulation enforcements (governance, security, regulatory, HIPPA, SOX, ITIL, ISO, COBIT, Homeland Security, State of Wisconsin, Federal Government, etc.) as applicable.

**7. Acronyms and Definitions used in this Policy**

- a. None

**8. Standards Supporting this Policy**

- a. None

**9. Procedures Enforcing this Policy**

- a. ITCM-SOP 0.1 Change Management Standard Operating Procedure

**10. Contacts**

- a. List whom to contact with questions about this policy. Use role or group name not individual names.

Contact	Telephone	Email
<del>Contact Name</del>	<del>Contact Phone</del>	<del>Contact Email</del>
Help Desk Manager/IT Director	(262)524-3577/3565	
<a href="mailto:helpdesk@ci.waukesha.wi.us">helpdesk@ci.waukesha.wi.us</a>	<a href="mailto:cpofahl@waukesha-i.gov">cpofahl@waukesha-i.gov</a>	

## ITCM-0.1 CHANGE MANAGEMENT POLICY Approval

The Person(s) listed below approve this ITCM-0.1 CHANGE MANAGEMENT POLICY for IT use on the date specified.

Approver Name	Approved On
Information Technology Board	1/12/2017