

ITCM-1.0 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
Review Date: 4/3/2019

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) prior to production implementation, except in the case of an emergency. Emergency changes will be approved by the Emergency Change Advisory Board (ECAB).

Definitions

- a. **Change Management:** Requirements that manage changes to be introduced into a live production environment in a controlled manner that minimizes disruption, mitigates risk 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

The Change Management Policy is intended to mitigate business services impact as a result of changes applied in the City of Waukesha technology environment and identifies how IT is better enabled to avoid incidents as well as resolve them when they occur.

Scope

1. **Policy Justification**
 - a. This policy related document helps insure the reliability, 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 the change request form located: <https://servicedesk.waukesha-wi.gov/Changes.cc>
- 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 10 days prior to the change.
- d. All Standard changes requests should be presented to the CAB a minimum of 24 hours prior to the change.
- e. After a Standard change submission has been approved, all sections of the planning phase (Impact, Roll Out Plan, Backout Plan, Check List, and Downtime) must be completed thoroughly.
- f. 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.
- g. 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.
- h. 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.
- i. 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.
- 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. Standards Supporting this Policy

- a. ITIL

7. 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, HIPAA, SOX, ITIL, ISO, COBIT, Homeland Security, State of Wisconsin, Federal Government, etc.) as applicable.

8. Procedures Enforcing this Policy

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

ITCM-1.0 CHANGE MANAGEMENT POLICY Approval

The Person(s) listed below approve this ITCM-1.0 CHANGE MANAGEMENT POLICY for IT use on the date specified.

Approver Name
Information Technology Board

Approved On
1/12/2017

