ENTERPRISE SYSTEMS CHANGE MANAGEMENT STANDARDS

PURPOSE

A standard includes specific low level mandatory controls that help enforce and support a policy.

The purpose of this document is to support and outline in detail the requirements of the IT Change Management Policy as these relate to enterprise systems (ES). These requirements are mandatory and must be adhered to.

STANDARDS

Purpose

- The Information Technology (IT) component of business projects must be presented to the Enterprise Systems Change Advisory Board (ESCAB) at three points in the project lifecycle:
    1. At preliminary project approval (or early in the Planning Phase);
    2. At the end of the Design Phase; and
    3. During the Project Implementation Phase to obtain a go-head to implement the solution within the production environment.

- The purpose of the ESCAB is to understand, authorize and schedule approved changes* (including new modules, new functionality, business processes, integrations, published reports) to Brock University's enterprise systems by:
    - Providing management controls for all major changes related to the Workday enterprise production environment including integrated systems;
    - Co-ordinating with the Change Advisory Board (CAB) on enterprise-level changes.

    Note *: *Standard changes, including minor adjustments, fixes to existing objects and changes required to maintain operations are excluded and do not need to be reviewed by ESCAB*

ESCAB Review

- Upon receipt of a Request for Change (RFC), ESCAB:
    - Asks probing questions to fully understand the proposed change;
    - May request a more in-depth, formal evaluation of the change for a given request. If this is the case, ESCAB uses the findings of the evaluation to assess the change;
    - Ensures that business outcomes are documented and well understood by all direct stakeholders;
    - Ensures that technical and architectural standards are addressed;
    - Uses knowledge, experience and background to assess the proposed change for risks and unintended consequences;
    - Evaluates if the proposed change will result in the intended outcome without adversely impacting the University;
    - Ensures that the proposed time is appropriate (i.e., does not conflict with University needs, other changes or operational activities);
    - Makes recommendation(s) to reduce risk, increase likely success and minimize business impact;
    - Approves, prioritizes and schedules the change. ESCAB has the authority to re-schedule, deny or request further detail regarding any RFC.

Urgent / emergency changes

- Urgent / emergency change requests to prevent an imminent failure or to repair a service outage in the production environment may be expedited through the Emergency ESCAB (E-ESCAB);
- At minimum, the Enterprise Systems Change Manager's approval is required for any urgent / emergency changes;
- The Enterprise Systems Change Manager may involve SMEs to assess the urgent / emergency change as required.

Roles

- ESCAB is chaired by the Enterprise Systems Change Manager, who is responsible for scheduling and determining appropriate membership for the review being undertaken;
- ESCAB membership is dynamic to include appropriate subject matter experts for the RFC under review;
- The Enterprise Systems (ES) Functional Change Manager is responsible for coordinating requests and final decisions within their area.

- ES Advisory Members include Workday leads and University SMEs as required.

Responsibilities

- ESCAB must maintain, track and communicate all RFCs using the appropriate communications channels;
- ESCAB is responsible for governance, not implementation, of approved changes;
- The Change Owner, not ESCAB, is responsible for the success of the respective change;
- ESCAB will meet as required to review RFCs;
- Changes that do not comply with the IT Change Management Policy, or that are implemented without the knowledge of ESCAB are unauthorized:
    - IT resources will not be made available for unauthorized changes;
    - ITS has the authority to reverse any unauthorized changes that cause, are suspected as causing or have the potential to cause disruption to other users or system functionality.