

## IT CHANGE MANAGEMENT POLICY

<b>PURPOSE</b>	<p>The purpose of the IT Change Management Policy is to manage changes in a planned and predictable manner in order to assess risk, minimize any potential negative impact to University services and assign resources.</p>
<b>SCOPE</b>	<p>This Policy applies to all University IT systems maintained by Information Technology Services (“ITS”).</p> <p>If any provision of this Policy is found to be inconsistent with the provisions of a collective agreement, the collective agreement will prevail, unless the Policy provision is required by law, in which case the Policy provision will prevail.</p>
<b>POLICY STATEMENT</b>	<p>All changes (including urgent / emergency changes) to IT resources, services and / or systems must follow a standard process to ensure appropriate planning, resourcing and execution. The Change Manager along with the Change Advisory Board (CAB) and the Enterprise Systems Change Advisory Board (ESCAB) are the stewards of this process.</p> <p>All changes must be presented to the CAB / ESCAB for consideration in order to coordinate timelines, avoid conflict and maintain a complete and controlled view of change at the University. The CAB / ESCAB will in turn maintain a record and schedule of all changes and recommend the communications of changes to the Brock community.</p>
<b>COMPLIANCE AND REPORTING</b>	<p>ITS enforces this Policy and the related Standards at all times. Anyone who has reason to suspect a deliberate and / or significant violation of this Policy is encouraged to promptly report it to the ITS Help Desk.</p>

Policy violations that come to the attention of the ITS Help Desk will be escalated to the Director, Client Services or the Director, Enterprise Solutions as applicable. Policy violations will be assessed and action taken to remediate the violation, including consequences where appropriate, subject to collective agreements and / or other contractual conditions.

Where Policy violations are considered severe and / or cannot be easily remediated, the incident will be escalated to the AVP, ITS for further action. Periodically, the AVP, ITS will provide to SAC a summary of all policy violations.

Policy owner:	Associate Vice-President, Information Technology Services
Authorized by:	Current version: Executive Team Prior versions: Board of Trustees, Capital Infrastructure Committee
Accepted by:	Senior Administrative Council
Effective date:	June 2020
Next review:	June 2022
Revision history:	2019 2017 2016
Related documents:	IT Change Management Standards Enterprise Systems Change Management Standards ITS Change Management Procedures