



IT 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. These requirements are mandatory and must be adhered to.

STANDARDS

- All changes to an IT resource / service must be submitted to, reviewed and approved by the Change Advisory Board (CAB)
- The CAB is chaired by the Change Manager and includes ITS representatives from Client Services, Infrastructure, and Application Development
- The purpose of the CAB is to understand, authorize and schedule proposed changes to Brock University's production IT environment
- IT Stakeholders from outside of ITS (e.g. Library, FAHS, GSB, COSC etc.) are invited to attend CAB meetings and have view access to the CITS-Activity Calendar
- The CAB has the authority to re-schedule, deny or request further detail regarding any Change Request.
- The CAB must maintain, track and communicate all Change Requests using the appropriate communications channels
- The CAB is responsible for governance, not implementation of approved changes
- The Change Owner, not the CAB, is responsible for the success of their respective change
- All changes to an IT resource, service or system must be performed in compliance with the ***IT Change Management Procedures***. These include, but are not limited to:
 - Firewall rule changes (additions, changes, deletions)

- Changes to production network infrastructure (hardware and/or configuration)
 - Changes to production server infrastructure (hardware and/or configuration)
 - Enterprise applications (code releases, updates and maintenance).
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- The CAB will meet weekly to review Change Requests in accordance with the timelines outlined in the ***IT Change Management Procedures***
 - 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 CAB (ECAB) process outlined in the ***IT Change Management Procedures***
 - Changes that do not comply with the IT Change Management Policy, or that are implemented without the knowledge of the CAB 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 of the services.