IT CHANGE MANAGEMENT POLICY

Prepared by	IT Services Division
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1.0 Purpose

The purpose of this Change Management Policy is to ensure that all changes to the ITS infrastructure, systems, and applications are managed in a structured and controlled manner. This policy aims to minimize risk, ensure consistency, and provide a clear framework for implementing changes to enhance operational efficiency and service reliability.

The IT Change Request Committee (ITCRC) is established under the Department of Client Services in the Service Desk Section to oversee and approve IT Planned and Emergency Change Requests submitted by System Engineers (SE) within the Division of IT Services. This document outlines the key responsibilities, composition, and operational guidelines for the ITCRC.

2.0 Policy Scope

This policy applies to all IT changes within the university, including hardware, software, network, and system configurations. It covers changes initiated by System Engineers (SE) and System Owners (SO) within the Division of IT Services.

3.0 Abbreviations

3.1 ITCRC – IT Change Request Committee

3.2 ITCRF – IT Change Request Form

3.3 SO – System Owner

3.4 SE – System Engineer

3.5 UAT – User Acceptance Test

4.0 IT Change Request Committee (ITCRC)

4.1 Composition of the ITCRC

The IT Change Request Committee (ITCRC) is established under the Department of Client Services in the Service Desk Section. It comprises key IT personnel selected based on their technical expertise, leadership roles and involvement in enterprise level system operations. They evaluate and approve/rejects ITCRF.

The ITCRC standard composition includes:

- **Chairperson –** The Manager IT Client Services, responsible for leading meeting, facilitating decision making, and ensuring alignment with FNU strategic objectives.
- **IT System Owner (SO)** - IT Managers responsible for overseeing the IT system, authorizing changes, and ensuring all changes adhere to the university's policies and objectives. Approves initial change request within the department and oversees the changes.
- **IT System Engineers (SE)** - IT Technical experts responsible for implementing, testing, and maintaining changes in the IT Systems. Initiates the Change Request, provides necessary details, and completes feedback and User Acceptance Test (UAT).
- **Secretariat –** The Team Leader Service Desk is responsible for documenting, scheduling meeting, communication of decisions and awareness.

Adhoc members may be invited by either SO or SE depending on the nature of the change request.

4.2 Membership Selection

Members are nominated by the ITCRC and approved by Director of IT Services based on individual role in critical IT service delivery, change implementation and operational oversight. Members are reviewed annually or when an organizational roles changes.

4.3 Chairperson Role

The Chairperson of the ITCRC is the Manager of IT Client Services, who ensures the integrity of the change management process. In situations where consensus cannot be reached, the Chairperson makes the final recommendation in consultation with the Director of IT Services.

4.4 Responsibilities of the ITCRC

The ITCRC is responsible for:

- Review: All ITCRF submitted by SE or SO.
- Representation: SE present their ITCRF, highlighting critical aspects.
- Impact Assessment: Assess the technical and operational impact of proposed changes.
- Risk Evaluation: Evaluate potential risks and mitigation strategies.
- Compliance: Ensure compliance with organizational policies, standards, and regulatory requirements.
- Decision Making: Provide recommendations and decisions on change requests (approve, reject, defer).
- User Awareness: Create periodic user awareness based on the urgency of the request.
- Stakeholder Discussions: Facilitate discussions to address concerns and queries related to proposed changes.
- Implementation Monitoring: Monitor the implementation of approved changes and verify execution as planned.
- Record Keeping: Maintain a record of all change requests, decisions, and outcomes.
- Process Review: Periodically review and update the change management process and guidelines.
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5.0 Policy Principles

The committee is tasked with the responsibility of ensuring that proposed changes are thoroughly vetted, potential risks are comprehensively assessed by the System Owners (SO), and operations are not adversely affected. This committee also ensures a structured and efficient process for managing all proposed change(s).

5.1 Change Categories
- Planned Changes: Changes that require a change request form submission, assessment, and approval by the IT CRC.
- Emergency Changes: Changes that need to be implemented urgently, bypassing the standard approval process.

5.2 ITCRC Approval

- Decisions regarding ITCRF will be made by consensus among committee members. In case of a lack of consensus, the Chairperson will have the final decision-making authority after consulting the Director of IT Services.
- The ITCRF should be assessed, evaluated, and approved during the next ITCRC meeting, and the SE/SO will be informed of the outcome on the same day via email.

5.3 Stakeholders Awareness

- The ITCRC Secretariat will coordinate awareness if end-user (Staff & Student) services are affected. All affected stakeholders will be informed via ITS Info/FNU PR email account.
- Awareness will be done on 5 consecutive days before the change initiation or according to the requested awareness frequency by the respective SE/SO.

5.4 Meeting Frequency

- The ITCRC shall convene fortnightly meetings as per the ITCRC meeting schedule.
- Ad-hoc meetings may be called by the ITCRC Chair to address urgent change requests requiring immediate attention.

5.5 Reporting

- The Committee shall report its activities and decisions to the Director of IT Services monthly.
- A summary of approved changes and their impacts will be communicated to relevant stakeholders by the SO as appropriate.
- The SE and SO is responsible for completing and submit the ITCRF Feedback form and the UAT within 5 days after the change is made according to the approved change period.

5.6 User Acceptance Test Checklist

User Acceptance Testing (UAT) validates whether a change is executed as planned and reflected to the system operation. The ITCRC ensures the changes functions as expected, and existing business operations runs smoothly.

The UAT includes:

a) All test cases have been executed and passed.
b) Any issues found during the UAT have been resolved.
c) The Incident Management Policy meets all the specified requirements (if applicable).
d) The system is ready for production deployment.

6.0 Compliance

All users must comply with the conditions set out in this policy. If any user breaches the Policy, the University may take disciplinary action.