

**Drake University**  
**Administrative Systems**  
**Change Management Policies and Procedures**

This document describes how change management policies and procedures are applied to the application environments.

Applications Covered Under this procedure are:

DUSIS which includes: SCT Banner including Self Service, Bookshelf and Online Help, SCT Banner Xtender Solutions, SCT Workflow, Eprint

Luminis which includes: SCT Luminis Content Management System, SCT Luminis Platform System

AdAstra Room Scheduling

## **Change Management Defined**

Change management is the planning, coordinating and controlling of the implementation of changes to the production environment. The goal of change management is to implement changes to the production environment so that new services and service levels are provided to the customer but existing services and service levels are not affected by the application of the change to the system.

Change management is not a project approval process. Change management is the vehicle through which changes initiated by an approved project are promoted to the production environment. Likewise, change management is not a help desk process, but again, the vehicle through which change is initiated when a problem is reported.

The following are considered changes by Drake University:

1. The addition of new programs, scripts, reports, forms, tables or views to the production environment.
2. Modification of the configuration of the production environment, including but not limited to the addition of hardware, operating system upgrades, DBMS upgrades and modifications to the directory structure.
3. The upgrade to a new software release including point releases. For example, both an upgrade to Banner 5.5 and 6.0 would be considered changes. Application of software releases will be covered under a separate policy and procedure.
4. The application of patches.

## **The Change Management Process**

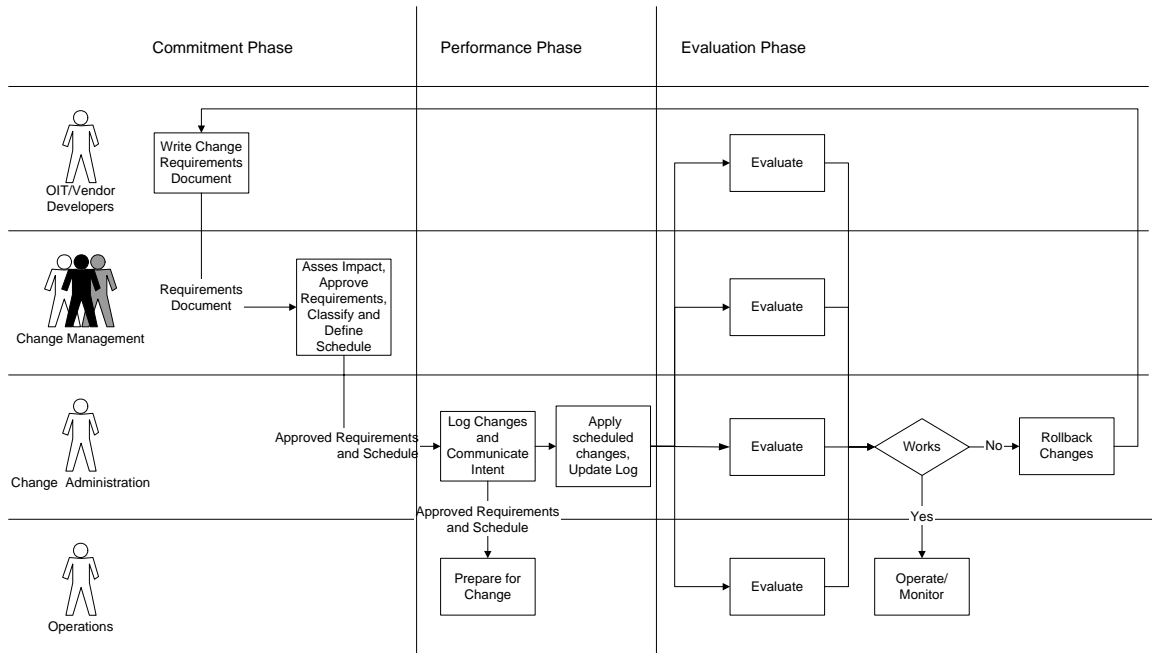
### ***Prerequisite Processes to Change Management***

1. A project request or problem resolution has been requested and it has been determined that the project or problem resolution and the resulting changes, both technical and operational, are feasible and comply with existing policy and procedure.

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2. The project or problem resolution has been developed by OIT. The ‘changes’ are waiting to be moved to the Production Environment from the Test Environment.

***The Phases of the Change Management Process***



***Process Roles***

- **Developer** – Writes the Change Requirements document. This is normally the OIT person who developed and tested programs, and tables.
- **Change Management Committee** – DUSIS Team Leaders and the CIS Director.
- **Change Administrator** – The person(s) who apply the change to the production environment. Usually the Jr. DBA.
- **Operations** – Person(s) who will operate the change in the production environment

***Commitment Phase of the Change Management Processes***

The OIT person responsible for developing the change, usually a programmer, will write a set of technical performance characteristics called change requirements. It is expected that during the development of the change requirements, the programmer will submit them to the Jr. DBA for review and approval. Once the change requirements are complete, they are emailed to the CIS Director.

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The CIS Director will classify the change according to the urgency of the request, the estimated effort and resources involved (to perform the change not develop the project or problem resolution), and the foreseeable risks. The classification of the change is then assigned as critical or other .

The CIS Director will then submit the change requirements to the Change Management Committee for approval. The Change Management Committee is comprised of the Data Custodians as defined in the Data Standards document. The CIS Director will send Change Requirements to the Change Management Committee each Tuesday for approval by Thursday. No response from a Change Management Committee member will be considered an approval.

For 'Critical' changes, approval is required only from either the CIS Director or the DUIT Project Manager if the CIS Director is unavailable. The DUIT Project Manager or CIS Director must agree that the Change is in fact critically needed before they approve. If it is not, they will reclassify as other.

***Performance Phase***

Once the Change Requirements are approved, the CIS Director will send them to the Change Administrator and the Jr. DBA for processing. The Change Administrator will log the change and prepare for implementation of the change. The Change Administrator will coordinate with the Jr. DBA who will be responsible for ensuring operation changes required occur in conjunction with application of the change. The change will be applied according to the schedule. The Change Administrator will confirm with the author of the change requirements and the project or track-it ticket sponsor when changes have been applied. This communication will take place via email.

***Evaluation Phase***

Involves review of the specific change through the change process and release of the change for operational management. The Change Administrator will acquire feedback from the users as to whether or not the change is working in the production environment. Providing feedback will be the responsibility of those personnel. Feedback should be provided via telephone or email. The Change Administrator has the authority to determine whether or not a change should be rolled out of the production environment. If a change is rolled back, the problem with the change should be corrected by the OIT Developer and the change management process should be repeated.

**Change Management Tools**

[Change Requirements Template](#)

Change Log – Maintained by the CIS Director  
Standard Change Schedule as follows

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**Change Classification**

Critical – the show can't go on without it  
Other not requiring system downtime  
Other requiring system downtime  
Other agreed upon dates such as DUIT schedule.

**Schedule**

Daily as required.  
Friday afternoon  
Friday 4:30 p.m. – 7:00 p.m.

***Changes Requiring System Downtime***

Changes that require system downtime for changes classified as 'Other', by virtue of the schedule are performed outside of normal business hours. Critical changes, however, are not. If a critical change requires system downtime, the Change Administrator will send out notice of the scheduled outage to all application users. The Change Administrator will confirm when the change is complete with all application users so that they may again, begin using the system.