

**Drake University
Computer Information 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

Blackboard

RDBMS and Applications servers such as Oracle, Oracle Application Server, MicroSoft SQLServer.

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 also covered under a separate policy and procedures.

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The Change Management Process

Prerequisite Processes to Change Management

1. A project 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.
2. The project or problem resolution has been developed and tested by OIT. The 'changes' are waiting to be moved to the Production Environment from the Test Environment.

Process Roles

- **Programmer or Administrator** – Writes the Change Requirements document. This is normally the OIT person who developed and tested programs or configuration changes.
- **Change Approver** – DUSIS Team Leaders and the CIS Director for Banner related changes. The CIS Director or his or her designee will be responsible for obtaining stakeholder approval for changes impacting other applications.
- **Change Administrator** – The person(s) who apply the change to the production environment.

Commitment Phase of the Change Management Processes

The OIT person responsible for developing the change, usually a programmer or DBA, will write a set of technical performance characteristics called change requirements. Once complete, the change requirements will be submitted to the CIS Director for review and approval.

The CIS Director will classify the change according to the urgency of the request, the estimated effort and resources involved to perform the change, and the foreseeable risks. The classification of the change is then assigned as emergency or normal.

The CIS Director will then submit the change requirements to the DUSIS Team Leaders for approval if the change is Banner related. The CIS Director will send normal Change Requirements each Thursday morning for approval that day. No response from a DUSIS Team Leader will be considered an approval.

For 'Emergency' changes, approval is required only from the CIS Director. Business justification must be provided by the person requesting the change in order for it to be approved as an emergency.

Performance Phase

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Once the Change Requirements are approved, the CIS Director will send them to the Change Administrator for processing. The Change Administrator will log the change and prepare for implementation 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 problem sponsor when changes have been applied. This communication will take place via e-mail.

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 to the Support Center. 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 OIT 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

Change Classification

Critical – the show can't go on without it
Normal not requiring system downtime
Normal requiring system downtime

Schedule

Daily as required.
Friday afternoon
See Maintenance Policy

Changes Requiring System Downtime

Changes that require system downtime for changes classified as 'Normal', by virtue of the schedule are performed outside of normal business hours according to the Administrative Systems Maintenance Policy and Procedure. Emergency changes, however, are not. If an emergency 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.