





- Any other changes that impact Digital Solutions platforms.
  
- Change management activities include:
  - Change requests
  - Managing changes and the change process
  - Review and evaluation of changes
  - Approving and implementing change requests
  
- **Change Requests**
  - A change can be requested by a stakeholder or vendor for security and or functional reasons.
  - A change request should be documented by submitting a change record in ServiceNow as a Change Log, Standard Change or Emergency Change.
  - The change request will include a high-level description of the change, reason for the change, and describe the areas of the Digital Solutions operations and systems which will be impacted.
  - The change request will be initially reviewed by the Service Delivery Manager and categorized and prioritized in the following order: 1) Emergency Change 2) Standard Change 3) Change Log.
  
- **Evaluation**
  - The UBC IT Change Advisory Board will evaluate the change requests on Tuesdays from 1:30 p.m. to 3:00 p.m. The Advisory Group may consult stakeholders and subject matter experts as need.
  - The Change Advisory Board will consider the impact on operations, users, human resources, financial resources, and data information system architecture.
  - The Change Advisory Board will consider any associated risks and benefits of implementing the change including any security and privacy related risks.
  - The Change Advisory Board will consider any associated risks and benefits of not implementing the change including security and privacy related risks.
  
- **Approval or Rejection of Change**
  - The Change Advisory Board will approve, reject the change request or request for additional information to make a decision.
  
- **Implementation and Testing of Change**
  - The Systems Administrator will coordinate with the necessary parties to implement an approved change request.
  - Changes will be implemented in test and dev environments where applicable prior to deployment to the staging environment.
  - If applicable, the System Administrator will test the change in the staging environment, and request for authorization for the deployment to production environment.
  
- **Close Change Request**
  - The Systems Administrator will review the details of the implementation results to confirm the change has been successfully achieved its objectives.
  - The Systems Administrator will log the outcomes of the change request and update related documentation and architecture diagrams where applicable.