# **SOP 0023 - IT Change Management Plan**

# STANDARD OPERATING PROCEDURE IT Change Management Plan

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# **Site Approval/Authorization to Adopt**

Name	Jayson To	Title	Service Delivery Manage
Signature		Date	2020-05-27
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# **Document History**

Version	Summary of Changes Made	Effective Date
1	Original document.	2020-05-27

#### **PURPOSE**

This Standard Operating Procedure (SOP) describes the procedures for service related changes to the Digital Solutions platforms and systems in order to minimize the number and impact of any related incidents upon service.

## **SCOPE**

This SOP applies to the management of IT changes related to the Digital Solutions platforms and the data information systems, including changes to hardware, system software, and any documentation and procedures associated with running, support, and maintenance.

#### **RESPONSIBILITIES**

The Digital Solutions Systems team is responsible for carrying out the Change Management Plan.

- The UBC IT Change Advisory Board (CAB) is responsible for assessing change requests and may consult stakeholders and subject matter experts as needed.
- The UBC IT Change Advisory Board (CAB) is responsible for reviewing and approving all Standard and Emergency Changes.
- The System Administrators are responsible for implementing the changes to the various Digital Solutions platforms.

### **DEFINITIONS**

Change: The addition, modification or removal of any authorized, planned, or supported service or service component of Digital Solutions platforms that could have an effect on overall Digital Solutions operations.

Change Request: a formal proposal submitted by application or systems administrators through the ServiceNow platform.

Change Proposal: A change proposal is a high-level description of a potential service introduction or significant change and includes the business case and implementation schedule.

Emergency Change: A change that must be assessed and implemented as quickly as possible to resolve a major incident or a change that can not wait until the next scheduled CAB meeting (currently on Tuesdays from 1:30 p.m. to 3:00 p.m.).

Change Log: A change that occurs frequently, is low risk, and has a pre-established procedure with documented tasks for completion.

Standard Change: A change that has not been previously implemented or is considered high risk.

# **PROCEDURES**

# **Change Management Principles**

- · Change management is responsible for managing change processes involving:
  - Hardware
  - System software
  - All document and procedures associated with running, support and maintenance of the data information system.

- · 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.