Policy Name	Change Management Policy
Policy Number	50000.024
Effective Date	May 25, 2020
Administrative Division	Division of Academic Affairs
Unit	Department of Information Technology
Revised Date	May 17, 2022

1. Policy Statement

The purpose of this policy is to manage application or systems changes, updates, or patch changes of JSU owned critical assets, devices and environments in a well-communicated, planned and predictable manner that minimizes unplanned outages and unforeseen system issues

2. Definitions

2.1. Patch Patches- Patches are software and operating system (OS) updates that address security vulnerabilities within a program or product.

3. Employee Adherence

This policy applies to all JSU staff involved in application and/or systems changes, updates, or patches and JSU's IT department's CIO and CTO.

4. Policy

4.1. **General Policy**

All system and application changes in Jackson State University's IT Infrastructure (e.g. operating system, computing hardware, networks, applications, data centers) are subject to this policy and shall follow JSU IT change management procedures.

The following general requirements shall be met in the change management process:

- Scheduled change calendars and departmental communications operational procedures shall be developed to inform stakeholders of upcoming application and system changes that impact system availability or operations

- Regular planned changes to application or systems shall minimally be communicated to all stakeholders on a monthly basis through a communication mechanism of the Change Management Team's choosing (ex. Email, Google Calendar)

- Unplanned outages shall be communicated immediately to stakeholders with regular updates on progress towards resolution and resumption of service

- Regular system and application patching schedules shall be communicated to users and performed in such a way as to minimize system downtime and user productivity as outlined in the JSU Patch Management Policy 50000.019

- Changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) shall be reported to or coordinated with the Jackson State University Facilities Management Department and stakeholders shall be notified through JSU's Information Technology's change management communications

- Processes shall ensure that production data is not unnecessarily replicated or used in non-production environments

- Device and system configurations shall be backed up and rollback procedures must exist prior to implementing a change

4.2. Change Management Committee

Jackson State University's IT Change Management Committee shall convene (ex. virtually, in-person, via email, teleconferencing) to discuss system changes, interactions, and any perceived issues. This committee shall be made up of network and systems staff, application development owners, developers, cybersecurity officer/specialist, CISO and chaired by CIO and CTO or their designee. The following procedures shall be implemented by the committee:

The committee shall meet on an as needed basis determined by the needs of the change management team to discuss plans for future updates and patching.

4.3. Change Request Management

The following procedure shall be implemented surrounding the change management process:

4.3.1. Change requests shall be submitted for all changes, both scheduled and unscheduled

4.3.2. All scheduled change requests shall be submitted in accordance with departmental change management procedures so that the JSU IT Change Management Committee (when it is necessary) has time to review the request, determine and review potential failures, and make the decision to allow or delay the system update when necessary

4.3.3. Change requests shall receive JSU IT CIO or CTO approval before proceeding with the change

4.3.4. A change request and status will be logged for each change, whether scheduled or unscheduled, and whether successful or unsuccessful

4.4. Change Management Denials

The JSU CIO, CTO or Change management committee or their designee may deny a scheduled or unscheduled change for reasons including, but not limited to:

- Inadequate change planning or unit testing
- Lack of stakeholder acceptance (where applicable)
- System integration or interoperability concerns
- Missing or deficient roll-back plans
- Security implications and risks
- Timing of the change negatively impacting key business processes
- Timeframes do not align with resource scheduling (e.g. late-night, weekends, holidays, or during special events)

4.5. Change Management Administration

A Change Management Log Form shall be maintained for all changes. This log must contain, but is not limited to:

- Date of submission and date of change
- Requestor or Department's Name submitting change request
- Nature or type of change requested

- Indications of success or failure
- Status of the Review decision (denied, deferred, approved)
- Notes and Comments on Status

4.6. Audit Controls and Management

Satisfactory examples of evidence and compliance of the documented procedures and evidence of practice for this operational policy include:

- Current/Historical logs of change requests events
- Documentation and communications (ex. email) showing regular compliance with the policy

5. Policy Compliance
5.1. Any JSU employee, or staff involved in application or systems changes, updates, or patches found to have violated this policy may be subject to disciplinary action, up to and including revocation of access privileges, or termination of contract or employment. In addition to University discipline, users may be subject to criminal prosecution under federal, state or local laws; civil liability or both for unlawful use of any IT System.

6. Related Standards, Policies, and Processes
- ➢ Patch Management Policy 50000.019

7. Revision History
- ➢ Policy Created: March 29, 2019
- ➢ Revised: August 10, 2021
- ➢ Revised: May 17, 2022
- ➢