Policy

POLICY TITLE: **CHANGE MANAGEMENT**

POLICY NUMBER: **ICT-057**

CATEGORY: **Council Policy**

CLASSIFICATION: **Administrative**

Approved by Council	Meeting number and date
16 December 2014	16 December 2014
	Resolution number
	3917
Approved by CEO	16 December 2014
Effective date	**Review date**
27 October 2014	27 October 2016

Policy Author
Program Leader Information Communications and Technology

Endorsed by
Director Corporate Governance and Financial Services

Responsible Position
Chief Information Officer

Current Incumbent	Contact number	Email address
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1. Purpose

The purpose of this policy is to communicate the Isaac Regional Council (IRC) requirement for the management of changes to information technology (IT), including information, application and infrastructure architecture, and how it must be managed efficiently and effectively using standardised methods and procedures.

2. Scope

This policy covers all changes (additions, deletions and modifications) to information technology resources, regardless of who initiates it. The intended scope of the change management process is to cover changes to IRC applications in the production environments.

Primary functional components include:

- Hardware: Installation, modification, removal or relocation of computing equipment
- Database: Changes to databases or files such as updates, additions, reorganisations and major maintenance
- Application: Application changes being promoted to production as well as the integration of new applications and the removal of obsolete elements
- Schedule Changes: Requests for creation, deletion or revision to job schedules, back-up schedules or other regularly scheduled jobs managed by IRC Staff
- Outages: Application or network outages in excess of 30 minutes in duration will require a formal review to ensure that issues are identified, notification protocols are followed, and solutions defined

3. Definitions

Term	Meaning
CAB	Microsoft Windows installation archive format
Change Management	Change management is the process responsible for controlling the lifecycle of all changes. The primary objective of change management is to enable beneficial changes to be made with minimum disruption to IT Services and end users.
Chief Executive Officer	CEO
CIO	Chief Information Officer
IT	Information Technology
IRC	Isaac Regional Council
PeopleSoft Application	E-business application software

4. Policy Statement

IT change management is the process of requesting, developing, approving and

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implementing a planned or unplanned change within the IT infrastructure. It begins with the creation of a change request within the PeopleSoft application. It ends with the satisfactory implementation change, and communication of the change to all interested parties.

4.1 Integration

This policy integrates with IRC's service management framework.

4.2 Outputs

Tasks that require an operational process but are outside the initial scope of IRC change management process include:
- Disaster recovery
- Changes to non-production elements or resources
- Changes within the daily administrative process such as password resets, user adds and deletes
- Functional configuration of business units
- Formatting

4.3 Principles

- IT service and infrastructure changes shall have clearly defined and documented scopes
- All requests for change shall be recorded, and classified including standard, normal, enhancements and emergency/fast track standard. Requests for changes shall be assessed for their risk, impact and business benefit
- The change management process shall include the manner in which the change is reversed or remedied if unsuccessful
- Changes shall be approved, checked and implemented in a controlled manner
- Details of changes will be communicated to all stakeholders on a regular basis
- A procedure handles the authorisation and implementation of emergency changes
- The scheduled implementation date of changes is used as the basis for change and release scheduling. A schedule that contains details of all the changes approved for implementation and their proposed implementation dates shall be maintained and communicated to relevant parties
- Clear accountabilities for the authorisation and implementation of all changes are documented
- There shall be an appropriate administrative separation of authorisation and implementation roles for each change, relating to the risk associated with the change

4.4 Responsibility

Responsibilities for implementing this policy are set out below:
- Policy owner: Chief Information Officer
- Policy custodian: Executive Director Corporate and Finance
- Policy contact: Program Leader Project Management Office

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IRC's change management roles and responsibilities are provided within this policy which details of roles and responsibilities in relation to change management.

Suppliers of goods and services to IRC have the responsibility for following the prescribed change management process and procedures.

Suppliers of externally hosted services are responsible and accountable for informing IRC of the role and responsibilities for suppliers in the change management process.

All staff and end-users of IRC's IT architecture, including all corporate IT applications, have a responsibility for change management:

- End-User/Functional User: has responsibility for submitting a change request, including appropriate authorisation and participation in the testing
- Business System Owner: has the responsibility for ensuring that the change process is followed for all business systems
- Information Solutions staff: have the responsibility for following the prescribed change management processes and procedures
- CIO: has responsibility for approving changes to the IT architecture, reviewing/approving high urgency, and high impact emergency changes (required in less than 24 hours)
- Office of the CEO: has overall governance responsibility for overseeing the change management policy and processes. This includes, but is not limited to, policy dissemination, process enforcement, grievance and final approval for those changes requiring escalation by the CAB.

5. Annexure/s to be Used in Association with Delivery of this Policy
- IRC Change management procedure manual
- IRC Change management checklist

6. Communication Channels
This policy with be communicated throughout IRC via:
- IRIS
- Online policy library

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