Bethany Lutheran College, Inc.
CHANGE MANAGEMENT POLICY

Purpose and Scope

The purpose of this policy is to provide an orderly and documented method in which changes to the College's technology environment are made.

This policy applies to all Bethany Lutheran College Information Technology Services (ITS) staff members.

This policy applies to any type of change, upgrade, or modification that might affect IT resources upon which College students and staff rely. This includes, but is not limited to, the following:

1. Hardware upgrades or additions,

2. Infrastructure changes,

3. Preventative maintenance,

4. Security patches,

5. Software upgrades, updates, or additions, and

6. System architecture and configuration changes.

Responsibility

The responsibility for enforcing this policy lies with the Director of Technology.

Planned Changes

Requested changes to a College ITS resource must be communicated to a member of the ITS department who will in turn share the request with appropriate members of the ITS department for discussion, planning and approval or denial of the request. In the event that an objection to a change cannot be resolved informally, the Director of Information Technology Services (or an appointed designee) will call a meeting of all involved parties to resolve the dispute.

Communications about potential changes can be made by email but must include the following information:

1. A detailed description of the change needed, including who will be responsible for testing and approving the change before the final implementation.

2. Reason for the change.

3. The estimated date for when the change needs to be complete.

4. List of other departments that may be impacted by the requested change and the name of personnel in those departments that have approved the change be implemented.

ITS will be responsible for maintaining documentation of the request and any supporting documentation.

Emergencies

A technological emergency exists when:

1. a business critical component of the College's technology is inoperable and preventing a time-sensitive or mission critical task from being completed,

2. data is providing errant information, or

3. a disaster has occurred.

All emergencies will be handled on a case-by-case basis with the approval of the Director of Information Technology Services or an appointed designee. In any case, the following guidelines must be followed:

- Written approval must be obtained to execute the change. If verbal approval is given, it must be documented by the ITS resource in charge of the change.

- College students and/or staff affected by the emergency will be notified as soon as possible.

- ITS will be responsible for all documentation of the emergency and it's solution.