


ITS Operations Change Management Policy Notice of Approval


 ITS Mississippi Department of Information Technology Services	Doc Ref Number: ITS-PSG-3003	
	Title: ITS Operations Change Management Policy	
	Document Type: ITS Agency	
	Domain: Security Compliance	Status: Approved
	Effective Date: 09-11-2017	Revision Date: 09-11-2017

Notice is hereby given, that the above specified document meets the requirements of the Mississippi Department of Information Technology Services Policies, Standards and Guidelines Program, defined in ESW-PSG-1001. Thereby warranting approval for implementation, effective immediately.



Executive Director
Mississippi Department of
Information Technology Services

September 11, 2017
Date of Signature

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1. AUTHORITY

The Mississippi Department of Information Technology Services (ITS) shall issue recommended strategies and goals for the effective and efficient use of information technology and services in state government (§ 25-53-29(2)). Additionally, ITS shall publish written planning guides, policies and procedures for use by agencies and institutions in planning future electronic information service systems (§ 25-53-29(1) (b)).

2. PURPOSE

The purpose of the ITS Operations Change Management Policy is to ensure that standardized methods and procedures are used for efficient and prompt handling of all changes to the live (production) environment, in order to minimize the impact of change-related incidents upon service quality, and consequently improve the day-to-day operations of the organization.

3. SCOPE

The scope of the ITS Operations Change Management Policy includes all changes to hardware, communication equipment and software, system software, applications, and procedures associated with the running, support, and maintenance of live systems within the ITS Data Centers that are supported by ITS Operations.

4. POLICY

The State of Mississippi, Information Technology Services, shall have effective Change Management that ensures standardized methods, processes and procedures, used for all changes to the live (production) environment, which facilitates efficient and prompt handling of all changes, and maintains the proper balance between the need for a change and the potential detrimental impact of a change.

5. STANDARDS

- 5.1 Information Technology Services (ITS) Chief Operations Officer shall designate a Change Control Manager and at least one alternate.
- 5.2 The Change Control Manager shall be assigned responsibility to manage and execute, approved ITS Change Management Policy and procedures.
- 5.3 A Change Initiator (CI) shall sponsor each Request for Change.

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- 5.4 All changes shall be assigned a priority code of; Low, Medium, High, or Emergency, based on risk and urgency.
- 5.5 The Change Control Manager shall approve non-emergency changes after a review of each Request for Change (RFC) in a change control meeting and appropriate communication of each change.
- 5.6 All non-emergency changes shall be implemented only during an authorized maintenance window. The Change Control Manager may approve exceptions to the authorize maintenance window.
- 5.7 All Emergency changes shall be implemented only after the Change Control Manager is notified and appropriate communication with ITS Management.
- 5.8 All changes shall be recorded in Service Center and retained for at least 13 months

ATTACHMENTS

- Priority Matrix
- RFC Urgency Codes
- Risk Matrix

6. GUIDELINES

- 6.1 The Change Control Manager should execute and enforce the approved Change Control Policy and procedures including;
 - 6.1.1 Ensuring the process is understood by all participants
 - 6.1.2 Performing day-to-day process administration
 - 6.1.3 Building a consolidated change control communication report and change control meeting schedule
 - 6.1.4 Communicating results and comments from the change control meeting
 - 6.1.5 Updating the approval status of each RFC
 - 6.1.6 Closing the RFC record after a successful implementation
- 6.2 The Change Initiator is the person requesting the change and should be responsible for;
 - 6.2.1 Providing initial RFC documentation
 - 6.2.2 Obtaining the required business system owner approval
 - 6.2.3 Representing the RFC at the change control meeting
 - 6.2.4 Coordinating RFC implementation resources and providing QA for the final change implementation
 - 6.2.5 Communicating to the Change Control Manager the results of the change implementation

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- 6.3 Change Control Meeting participants should review and appropriately question each RFC for at least the following;
 - 6.3.1 Proper documentation including implementation plans, back out instructions, and testing results.
 - 6.3.2 The Client's business needs will be met through implementation of the RFC.
 - 6.3.3 All preparatory work has been completed to minimize impact.
- 6.4 Change Management priority codes: Low, Medium, High, or Emergency;
 - 6.4.1 Low
Allows for an established path for changes with minor impact and having neither risks nor downtime associated. This type change is implemented on a routine or recurrent basis.
 - 6.4.2 Medium
A change that is planned because of a problem fix or enhancement related to a project or release. This type change could have a significant impact to the live environment.
 - 6.4.3 High
A change that is planned because for a problem or enhancement related to a major infrastructure project or release. This type change could have a major impact to the organization.
 - 6.4.4 Emergency
A change required as a fix to an incident that requires immediate resolution.

7. REFERENCES

- § 25-53-29 (2)
- § 25-53-29 (1) (b)

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Priority Matrix

Risk	High	Medium	Low
Urgency			
Emergency	Emergency	Emergency	Emergency
High	HIGH	HIGH	MEDIUM
Medium	HIGH	MEDIUM	MEDIUM
Low	MEDIUM	LOW	LOW

Notes: The Low-Medium-High Priority codes are distinct from the same values for Risk and Urgency.

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RFC Urgency Codes

URGENCY CODES	Criteria	Description
Low	<ul style="list-style-type: none"> No date-specific business commitments 	RFC is required by the requester but can be scheduled anytime
Medium	<ul style="list-style-type: none"> Flexible business commitments 	RFC is preferred on the scheduled date by the requester; however, if problems arise the RFC could be moved to the next available date.
High	<ul style="list-style-type: none"> Business commitments must be met 	RFC must be done on the scheduled date
Emergency	<ul style="list-style-type: none"> Business systems not performing to required service levels; Experiencing High or Medium business impact 	RFC must be done as soon as possible

Notes: The Low-Medium-High Urgency codes are distinct from the same values for Risk and Priority.

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Risk Matrix

Technical Impact Business Impact		High	Medium	Low
		<ul style="list-style-type: none"> Complicated installs Difficult back out Requires significant (technical) resources Significant impact on capacity/performance Significant impact on infrastructure/services 	<ul style="list-style-type: none"> Complex change to existing systems Low risk back out Requires one or more (technical) resources Low impact on capacity/performance Low impact on infrastructure/services 	<ul style="list-style-type: none"> Normal changes, done regularly & successfully Simple back out Requires only single (technical) resource Negligible impact on capacity/performance Negligible impact on infrastructure/services
HIGH	<ul style="list-style-type: none"> Requires outage > 6 hrs, or outside business-agreed service outage window Visible to all or most users Stops revenue flow Prevents delivery of services to subscribers Prevents business units (e.g. customer care centre) from delivering customer service 	HIGH	HIGH	MEDIUM
MEDIUM	<ul style="list-style-type: none"> Requires outage < 6 hr, and within business-agreed service outage window Visible to Business Critical System users Negatively affects revenue flow Probably prevents delivery of services to some subscribers 	HIGH	MEDIUM	MEDIUM
LOW	<ul style="list-style-type: none"> No outage required Changes to a departmental system, environment or a localized change No revenue impact Visible to a small group of users 	MEDIUM	LOW	LOW