Solano Community College
Information Technology Resources Change Management Department Policy

Purpose

The purpose of this policy is to ensure that any changes to District's Information Technology (IT) Resources minimize any potential negative impact on services and Users.

Scope

This IT policy, and all policies referenced herein, shall apply to all members of the District including faculty, students, administrative officials, staff, alumni, authorized guests, delegates, and independent contractors (the "User(s)" or "you") who use, access, or otherwise employ, locally or remotely, the Districts IT Resources, whether individually controlled, shared, stand-alone, or networked.

Definitions

Change - the addition, modification, or removal of anything that could have an affect on IT services or resources.

- **What constitutes a Change?**

  Any change that might affect IT services or resources upon which District personnel rely to conduct normal business operations is within the scope of this policy. The following non-exhaustive list shows common types of change:

  1. Updates to ERP system to include all 3rd party applications associated with the system.
  2. Modification to a firewall
  3. New System implementations
  4. Database maintenance
  5. System architecture and configuration changes

Change Management - A set of processes adopted by Solano Community College to prevent disruptions to the stability and integrity of our college systems, applications, and data. Change management allows changes to be introduced to production environments in a controlled fashion that minimizes disruption and maximizes efficiency. The process ensures that a standardized set of procedures is used to promptly handle all requests for change. Change management ensures that all changes are recorded, assessed, approved, prioritized, and deployed in a manner that meets business requirements and protects the stability and reliability of critical IT systems.

Definitions – Cont.

Change Owner: The change owner proposes normal and non-standard changes and any modifications affecting production by submitting a Request via the SCC IT Helpdesk. The change owner is required to receive approval from stakeholders and interested parties before the Change Management Team meeting.

Stakeholders/Interested Parties: Individuals or their representatives who may be affected by approved changes, e.g., manager, senior technician, anyone directly involved in the change request, or anyone representing the Solano Community College community.

Change Management Team – Committees chaired by the Technology Services and Support Department.
- Banner - Banner Operations Team (BOT)
- Technology Services – Strategic Technology Advisory Committee (STAC)

Change Management Log – Documentation of changes that must contain at a minimum:
- Date of the submission and date of change(s)
- Change owner contact information
- Nature of change
  Note: SCC IT helpdesk ticketing system will be used for this purpose.

IT Resources - include computing, networking, communications, applications, telecommunications systems, infrastructure, hardware, software, data, databases, personnel, procedures, physical facilities, cloud-based vendors, Software as a Service (SaaS) vendors, and related materials and services.

Process

- The change owner must submit a ticket to the IT helpdesk (helpdesk.solano.edu) to request a change. Information within the ticket must include details of each component (if applicable) or an individual project as opposed to the entire project. Details of the request will be shared with the Change Management Team and if necessary provided to the Superintendent/President and Vice Presidents of the District.
- Emergency changes should have an identification of "Emergency" in the subject line of the Helpdesk ticket.
- The change owner is responsible for scheduling any discussions and getting approvals from stakeholders or interested parties prior to the Change Management Team meeting.
- The change owner or designee will present the change at the Change Management Team meeting. All team representatives present will be able to ask questions. Some items may be approved/disapproved at the Change Management Team level. Final approval may rest at the VP level or above, in which case, the Chair of the Change Management Team will present the request and the recommendation of the team for their consideration.

- If a modification to a pre-approved request occurs after it is approved, the change owner has to get the pre-approvers to agree to the amendments.
- Discussions that explain the significance of specific changes and the necessity of critical changes are encouraged. Detailed, technical conversations should occur after the meeting with the core group involved and affected by such changes.
- If a change affects a small community of users, the change owner will notify the group via email before implementation when the change is approved.
- If a change requires a community notice or service alert, please follow the Internal Outage Procedure.

Revision History

Version:	Date:	Description:
1.0	10/6/2022	Initial document