29.01.99.E1.07 Information Resources – Change Management

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Supplements TEES Rule 29.01.99.E1

Standard Administrative Procedure Statement
This change management procedure describes the requirements for managing changes in a rational and predictable manner so that staff and clients can plan accordingly.

Reason for Standard Administrative Procedure
Changes require planning, monitoring, and a follow-up evaluation to reduce the negative impact to the user community and to increase the value of information resources.

Procedures and Responsibilities

1. CONTROLS AND RESPONSIBILITIES

1.1 This Standard Administrative Procedure (SAP) applies to non-automated updates on mission critical servers.

1.2 Preparation for a change includes:

1.2.1 Review results of previously implemented changes to prevent repetitive mistakes or negative impacts.

1.2.2 Determine the following:

1.2.2.1 the best time/date for implementation (to minimize the impact to users);

1.2.2.2 the net impact to other systems or impact to normal operation during and following the change implementation (inherent risk);

1.2.2.3 the risk associated with the change implementation (to minimize the risk of disruption of service caused by the change); and,
1.2.2.4 the concurrence of the resource owner for implementation of the change.

1.2.3 Ensure that the changes do not negatively impact the overall system security.

1.3 Notification includes a forum or notification process that informs users of changes planned for implementation. Typically, user notification may include e-mail in addition to an announcement posted on the web. Notification should include relevant details indicated in the documentation section (see 1.4 below).

1.4 Approval and audit of application/software changes includes:

1.4.1 review of the code revision to be implemented which shall be performed by someone other than the developer;

1.4.2 approval of the implementation of code revision performed by someone other than the developer; and,

1.4.3 review of logs for previous change implementations.

1.5 Documentation and change include:

1.5.1 Documentation: any issues identified during the preparation phase that require special considerations or a revision to the implementation plan.

1.5.2 Change details for documentation include:

1.5.2.1 date/time of change;

1.5.2.2 expected duration or length of time required to implement the change;

1.5.2.3 nature of the change (a brief description of the net effect);

1.5.2.4 developer's name for the modification if newly developed or modified code is involved;

1.5.2.5 implementer's name of the modification;

1.5.2.6 an indication of successful or unsuccessful completion of the change; and,

1.5.2.7 an analysis and “lessons learned” (corrective/preventative actions) for changes that deviated unexpectedly from the plan, resulted in an unplanned
disruption of service, corruption of data, or disclosure of confidential information.

Related Statutes, Policies, or Requirements
TAMU SAP 29.01.99.M1.07, Information Resources – Change Management
TEES Rule 29.01.99.E1, Security of Electronic Information Resources

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