1 DIRECTIVE

1.01 Each configuration and system change must include the following control elements:

- Justification by the requester
- Approval by the Information Technology Service Delivery Organization (IT SDO)
- A list of prerequisite changes, if applicable
- A priority ranking
- A management-approved implementation schedule
- Success-testing criteria
- Complete documentation
- Inclusion in the system change report

2 PURPOSE

2.01 The purpose of this Directive is to ensure that system changes are managed with appropriate controls to meet user requirements without undue effects on business processes.

3 SCOPE

3.01 This directive applies to all computing operations staff who plan and implement system changes.

4 RESPONSIBILITY

4.01 Operations staff is responsible:

(a) To identify system change windows for service interruptions based on user agreements regarding service times, service level agreements, and batch job timelines.
(b) To ensure that all requests for changes have all the prerequisite control elements in place before scheduling the changes.
(c) To prioritize and schedule approved system changes.
(d) To implement scheduled system changes as required.
(e) To test all system changes.
(f) To document all system changes.
(g) To report on all system changes as directed by the policy statement.

5 DEFINITIONS

5.01 "**Configuration management**" is the process of itemizing the configuration

elements in a system, recording the current configuration, validating and acting on requests to change one or more configuration elements, testing the results of configuration change to accomplish the desired results, documenting configuration changes, and reporting regularly on those changes that remained in place after testing.

5.02 "**System change window**" is a period during which service interruptions will cause the least disruption.

6 **RELATED DIRECTIVES**
OCIO IT 2.06 – Maintenance