 جامعة الشارقة UNIVERSITY OF SHARJAH	Policy Main Title	Information Technology Center	Effective Date	30/05/2021
	Policy Subject	Change Management	Last Review date	10/05/2024
	Policy Number	ITC-11	Next Review date	10/03/2025
	Responsible Entity	Director of ITC	Approved By	Vice Chancellor for Financial and Administrative Affairs

Overview

This policy is to control and manage the changes to IT resources. Changes include but are not limited to security patching, configuration changes, firewall rule changes, system and application upgrades, application deployment and maintenance, software/application development and maintenance, critical infrastructure changes (e.g., storage, networking, networked life safety, and power management systems).

Scope

The scope of this policy deals with non-routine changes related to The University of Sharjah's information assets and processing facilities. This policy sets the requirements for Change Management in a planned and predictable manner in order to assess risk, minimize any potential negative impact to university services and ITC assigned resources.

Purpose

The purpose of change management is to ensure that standardized methods and procedures are used for the implementation of Request for Change (RFC) in order to minimize the risk for negative impact of uncontrolled changes on the University of Sharjah's production environment. The change management policy also defines the criteria for authorization of RFCs.

Abbreviations and Definitions

Change Management: Process of controlling changes to the infrastructure or any aspect of services, in a controlled manner, enabling approved changes with minimum disruption.

Impact: Determined by potential disruption to users, departments, students, and the organization as a whole. User means approximately 10 or more individuals


Process Log: A central repository of Changes that documents the process followed for a particular change. The purpose of the process log is to ensure that high-impact changes have been carefully considered and to serve as a basis for process improvement when changes do not go as planned.

Urgency: How quickly a change must be implemented to maintain stated service level agreement (SLA). Low can wait until the next scheduled CAB meeting, Medium cannot, and High needs to be done as soon as possible

CAB: Change Advisory Board.

SLA: Service Level Agreement.

RFC: Request for Change.

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Policy

- All concerned University of Sharjah Employees and third party shall adhere to this policy and ensure that the policy components and requirements set in this document are followed and applied in daily activities for all of The University's assets.
- All changes to The University of Sharjah IT assets should follow the Information Technology Change Management Procedure to this policy to ensure appropriate planning and execution.

Procedures


Request for Change (RFC) Submission

1. All changes to the UoS configuration items or IT assets shall be governed through change management. Refer to Change Management Procedure.
2. An RFC shall include:
 - a. The change initiator's name and contact information
 - b. The change coordinator's name and contact information
 - c. An accurate description of the change required including the specific request, reason the change is required and the required timeframe
 - d. The priority and category of the change based on the information available
 - e. Incident tracking number of any issue that relates to the change
 - f. Description and clarification of any items to be changed, including identification of the configuration item if known
 - g. Budgetary approval, if required
 - h. Business impact and resource assessment
 - i. Location of the release and a suggested implementation plan with timescale and roll back plans
 - j. Impact on business continuity and contingency plans.
3. RFCs that lack mandatory information will be rejected by the change manager.

RFC Categorization

1. Based on the severity and impact of the change, the following categories have been defined

Category	Notes on the Change	Submission Timeline
Emergency	Emergency Changes are specifically to address emergency issues (to fix Incidents). This is similar to a significant change, but should be executed with utmost urgency. There may be fewer people involved in the change management process review, and the change assessment may involve fewer steps such as telephonic approval, but any Emergency change must still be authorized by the CAB, even in cases where the Change Advisory Board cannot review the change in advance.	Immediate

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Category	Notes on the Change	Submission Timeline
Standard	A repeatable change that has been pre-authorized by the Change Advisory Board by means of a documented procedure that controls risk and has predictable outcomes.	
Normal	<ul style="list-style-type: none"> ○ A repeatable change that has been pre-authorized by the Change Advisory Board by means of a documented procedure that controls risk and has predictable outcomes. Normal Low Changes must be reviewed and approved by the Unit Head. ○ Normal Medium Changes must be reviewed and approved by the Change Advisory Board (CAB) during the CAB meeting. ○ Normal High changes must be approved by the IT Director and CAB. 	2 Working days prior to implementation
Major	Major Changes are those with a high risk/impact. They need to be scheduled well in advance and suitable communications must be an integral part of the planning. Additionally due to the large impact/outage the CAB must give approval and all affected end users/customers must be informed.	20 Working days


2. All changes deemed Significant should be presented to the Change Advisory Board (CAB) for input and advice.
3. All changes deemed Emergency should be presented to the Change Advisory Board (CAB) in emergency mode (Emergency CAB) for input and advice unless time constraints require that changes be made prior to submission. In these cases, submission to the Change Advisory Board should be done after the fact.
4. Documentation of Significant or Emergency changes should be made (change request) in and stored in a secure or automated IT tools location (accessible to CAB members) so that coordination of changes across the University of Sharjah can be managed appropriately.
5. Documentation of Standard changes should be done in a Change documentation that can be audited for process improvement and root cause diagnosis.

Change Roles:

Change Advisory Board (CAB): The Board provides a due diligence readiness assessment and advice about timing for any change requests (CR) that are referred to it for review. This assessment should ensure that all changes to the IT environment are carefully considered to minimize the impact on on-campus users and existing services.

Change Plan Documentation:

1. All Significant and Emergency changes, evaluations, and approvals will be documented to allow customers to understand what was changed, the reason it was done, and the process that was used to make a change.

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2. All Significant and Emergency and Standard changes should be logged in the Change Management tool:

The Change request must contain:

1. What was changed?
2. Who made the change?
3. When the change was made.
4. Why the change was made (Reason/Comment).

Change documentation

All requested changes should address the following:

1. Test Plan and testing results.
2. Risk assessment documentation.
3. Communication Plan.
4. Deployment Plan, including back-out contingencies.
5. Peer review documentation (whether a review was conducted, what was reviewed, and how).
6. CAB review documentation.
7. Indication of approval by manager or director.
8. Reference to the related Change Log information (what/who/when/why).
9. Post Change summary including successful or unsuccessful determination, related incidents, rollbacks, and business impacts.

CAB – Change Advisory Board


In a perfect ITIL framework, all changes in production will be brought through the CAB for review, since the ultimate goal of the CAB is to ensure quality release. The Change Manager is typically in charge of conducting CAB meetings which can be held on a regular schedule that takes into account the size of the organization and resources. Typically, meetings are scheduled bi-weekly but they could also be required on a weekly or daily basis.

This is achieved by keeping the following goals in mind during the operations process.

1. Ensuring that application timeline does not conflict with other business needs.
2. Requiring that all architectural standards are met.
3. Retaining ownership of the change management process.
4. Delivering consistent quality standards to customers.
5. Advising business leaders on change management processes.
6. Supporting the review and approval process.

CAB functions also include periodic revisiting of meeting minutes. During these audits of previous meetings, the CAB reviews:

1. Any changes implemented in the previous period.
2. Any failed changes.

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3. All successful changes.
4. Any changes the team did not implement.
5. Incidents that occurred as a result of change.

Meeting Agenda

Meetings usually open by reviewing the previous meeting minutes and ensuring all the points have been properly addressed.

CAB should also ensure to action (Approve, reject, request further clarifications) all the RFC's raised during the meeting cycle in addition to the below agenda.

1. Assess and approve all proposed Requests for Change (RFCs)
2. Review risk and overall impact:
 - a. How are services impacted?
 - b. How are service levels impacted?
 - c. How will this change impact performance?
 - d. How will resources be tasked?
 - e. What impact does this have on security and compliance initiatives?
 - f. What impact can we expect on finances?
3. Review required resources
4. Prioritize RFCs

Reference

Standard	Control
ISO 27001:2013	A.12.1.2