University Policy on Information Technology Change Management

Introduction

PURPOSE

The goal of Information Technology (IT) change management is to increase awareness and understanding of proposed IT changes across the University and ensure that all such changes are made in a thoughtful way that minimizes negative impact to IT systems, services, users and other customers.

SCOPE OF APPLICABILITY

University business units and constituent individuals responsible for material changes to Production IT systems, applications, and services.

Policy

POLICY STATEMENT

University units responsible for IT systems and services shall establish an orderly method by which to implement material changes to an IT environment. Such changes shall be requested, tested and approved prior to implementation in accordance with the Standard on Information Technology Change Management (“Standard”). The purpose of this Policy is to ensure that all required elements for a change are in place prior to implementation, there is minimal negative impact on other IT systems and services, and all appropriate parties are notified in advance of any change.

University units should implement change processes according to the size, scope, and risk profile of their IT environment. Such processes must at minimum adhere to this Policy and the Standard.

EXCEPTIONS

Exceptions to this policy may be issued in writing by the Chief Information Officer (CIO) or Deputy Chief Information Officer (DCIO) in writing.
Definitions

**Change:** The addition, modification, or removal of anything that could have an effect on IT services.

**University Constituent:** UNC-Chapel Hill faculty, staff, students, retirees and other affiliates, contractors, distance learners, visiting scholars and others who use or access UNC-Chapel Hill resources.

Related Requirements

**EXTERNAL REGULATIONS AND CONSEQUENCES**

Failure to comply with this policy may put University information assets at risk and may have disciplinary consequences for employees, up to and including termination of employment. Students who fail to adhere to this policy may be referred to the UNC-Chapel Hill Office of Student Conduct. Contractors, vendors, and others who fail to adhere to this policy may face termination of their business relationships with UNC-Chapel Hill.

Violation of this policy may also carry the risk of civil or criminal penalties.

**UNIVERSITY STANDARDS AND PROCEDURES**

University Standard for Information Technology Change Management

**Contact Information**

**POLICY CONTACT(S)**

Unit: ITS Policy Office
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All revision dates:

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<td>Incorporate feedback</td>
<td>Kim Stahl: Senior Policy and Process Lead</td>
<td>3/16/2018</td>
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<td>Kim Stahl: Senior Policy and Process Lead</td>
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**Attachments:**

- UNC-Chapel Hill Policy Submission Form - IT Change Management.pdf