SOP: Managing Changes to the Network

Purpose:

The purpose of this SOP is to detail how changes to the network will be managed through a Management of Change (MOC) process in order to prevent security gaps, network conflicts, and other issues that may arise from uncontrolled or unapproved changes.

Scope:

This SOP is applicable to all network administrators.

Responsibilities:

- Senior Network Administrator: Responsible for implementing, reviewing, maintaining, enforcing and updating this policy. Responsible for approving all changes to security and access for Organizational Units (OUs) or changes to how the network is configured or managed.
- System Administrators: Responsible for implementing and following this policy. Changes may be made to individual user profiles, including adding to or removing from OUs without approval.

Prerequisites:

- Network administrator with access to make changes to the network's configuration or Active Directory policies.
- Knowledge of the network and how it is managed.
- A solid business justification for why any changes need to be made.

Procedure:

Adding, deleting or changing user's roles, groups or OUs.
- Network administrators should receive a written request from a hiring or supervising manager for the required addition, deletion or change.
- Adding user accounts should be done in accordance with (IAW) the [SOP for onboarding new hires.](#)

- Deleting user accounts should be done IAW the SOP for [terminations](#).
- Changing user roles or adding, deleting or moving users to or from groups will follow the same processes as the SOP for new hires.
- When changing roles, groups or OUs, the network administrator will remove the user from former roles if appropriate. If unsure, the administrator should seek guidance from management if the user should retain former associations.
- Active Directory will be configured to log all changes for accountability.

Changes to the network configuration
- Changes to the physical structure of the network or configuration settings that control the functions of the network require approval from the Senior Network Administrator.
- Requests for changes must include a business justification for why the change needs to be made, an evaluation of how the change (including the implementation process) may impact the network (outages, temporary loss of privileges, etc.) and steps being taken to mitigate the impact.
- If network outages are unavoidable, work should be planned outside of normal business hours and the Senior Administrator should notify the executive team as far in advance as possible.
- All changes, including the steps to implement them, must be documented.

Changes to security or access settings for individuals, groups, OUs, or the network itself
- Any changes to security settings or access to additional file trees or other resources require approval from the Senior Network Administrator.
- For folders and files, the owner may grant permission to give access to another user rather than the Senior Administrator.
- Requests must include a business justification.
- Changes must adhere to the policies in the SOP for network security.

Documentation and Evaluation
- All changes, including the steps to implement them, must be documented.
- Changes must be evaluated for effectiveness and results documented.

References:

- [SOP: Onboarding Process for New Hires](#)
- [SOP: Termination Process for Technology](#)
- [SOP: Network Security](#)

Definitions:

- Management of Change (MOC) - A process to make sure changes are evaluated for necessity, planned for implementation, evaluated for effectiveness, and documented at every step.
- Network/Network Configuration - Refers to both the physical network (devices, cables, etc.) and the logical connections and interactions between them.
- Organizational Unit (OU) - A unit used to assign people and devices to a group to which network policies can be applied for everyone.

Revision History:

6/22/2023 -- SO: Managing Changes to the Network - Created by Chris Bennett