

IT Change Request Procedure

# Overview/Purpose

Change Management is the formal, systematic process followed by **<Utility Name>** for dealing with change, both from the perspective of the organization, and on an individual level. The intent of Change Management is to ensure that any hardware/software changes implemented by the **<Utility Name>** are properly planned, tested, and implemented, so as to minimize any resulting disruption to the company’s operations.

This procedure defines the changes that are in and out of scope to the Change Management process, and how the changes within scope are requested, evaluated for risks, tested, and implemented.

# Scope

This procedure governs, but is not limited to, changes made to hardware, software and procedures in production.

The following are examples of IT requests are not scope of Change Management Process:

* Password change;
* Unlocking account;
* Repair of computer or other equipment delivered and maintained by IT;
* Other routine IT activities provided on regular basis.

The following IT requests are in the scope of Change Management process:

* New hardware such as computer, mobile devices, printers, etc.;
* New software – server, desktop applications, and mobile applications might be included as well if the change requires server installation;
* Change in application or network permissions;
* Change in the configuration or functionality of the network, including Internet connections, firewall functionality, etc. Note that for firewall, router, and switch modifications, the change should be requested using the *Firewall Configuration Change Form;*
* Changes to existing processes used by IT Department (policy, procedures, forms.)

# Procedure

The Change Request procedure uses the *IT Change Request Form*, included in this library. Any firewall, router, and switch changes should be requested using the *Firewall Configuration Change Form*, but such changes will otherwise follow this process. Each step of change request process shall be documented on this form.

Submitted Change Requests may have one of the following statuses:

* Open – Change Request received but has not been assigned for evaluation
* In Progress – Scope and risk assessment is in progress
* Approved – The assessments have been completed, preparing for implementation
* Deferred – Out of IT budget or high risk, needs to be reviewed by Steering Committee
* Rejected – The change has been rejected
* Implementation – Change Request is being implemented
* Closed – Implementation completed, the change request has been closed
* Canceled – The change request has been canceled

The Change Request process include the following phases:

* Submission
* Impact Evaluation
* Design and Planning
* Implementation
* Results Evaluation

## Submission

Change Requests can be submitted by supervisors or managers, and shall include the following information:

* Reason for changing configuration   
  (What business processes requires this change?)
* Implementation timeline   
  (When does this change needs to be completed?)
* Priority
  + **Emergency** – A change that must be introduced as soon as possible to resolve major incident or implement a security patch (Priority 1 and CVSS 10),
  + **Urgent** – A change to apply a security patch (Priority 1 – CVSS 8-9) or implement important change for Utility services.
  + **Routine** – A change requested to modify/improve service but is not time sensitive

## Impact Evaluation

After receiving Change Request, the IT Manager will evaluate:

* Impact including cost, resources, time requirements
* Risk associated with change

A submitted Change Request has OPEN status until impact evaluation is completed.

## Design and Planning

Approved Change Requests require preparation for implementation, including:

* Design,
* Purchasing new hardware or software,
* Scheduling implementation,
* Preparing evaluation criteria.

## Implementation

Once the design and planning aspects of a change have been considered and documented, the change can be implemented. When planning for the final implementation, the following factors need to be considered:

* Will the change impact active operations; is implementation during off-hours required?
* Will the change has a direct impact on the workforce, and if so, do they need to be notified, trained, etc.?
* In the event of an unexpected issue resulting from the change, what process will be followed to reverse the change?

After implementing new configuration, all related documentation needs to be updated.

## Results Evaluation

Once change implementation has been completed, appropriate testing is required to ensure that the change is working as desired, and that no unexpected impact to **<Utility Name>** operations has occurred. Primary testing of the change itself should be referred to the requestor. The IT Manager will evaluate any inter-related systems to ensure that no unexpected impact has occurred.

# Compliance

## Compliance Measurement

The <**person or group responsible for policy**> will verify compliance to this policy through various methods, including but not limited to, business tool reports, internal and external audits, and feedback to the policy owner.

## Exceptions

Any exception to the policy must be approved by the <**person or group responsible for policy**> in advance.

## Non-Compliance

An employee found to have violated this policy may be subject to disciplinary action in accordance with **<Utility Name>** HR policies.

# Related Standards, Policies, and Processes

* PCI DSS Requirements   
  (<https://www.pcisecuritystandards.org/document_library>)

# Governance Responsibilities

The ISP uses the RACI model for assigning responsibility.

|  |  |  |  |
| --- | --- | --- | --- |
| Responsible | Accountable | Consulted | Informed |
| IT Manager | **CEO/GM** | **IT Department** |  |

*[Explanatory Note: <Utility Name> should feel free to alter section to reflect the specific responsibility requirement determined by <Utility Name> management.]*

# Approval

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<**Insert title of approver**> Date

# Revision History

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| --- | --- | --- |
| Date of Change(s) | Revised by | Summary of Change(s) |
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