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| **Procedure No:**  **CUT ICT 59** | **Title: CHANGE MANAGEMENT** | **Page No: 1 of 1** |
| **Documented Information** | **Prepared by: SDM** | **Revision No: 1** |
| **Approved by: ICT Director** | **Effective date: 24 October 2019** |

1. **Purpose**

This procedure describes the process of Application Change Management.

1. **Scope**

This procedure applies to the process of Application Change Management.

1. **Responsibility**

The Executive ICT Director is responsible for the implementation and maintenance of this procedure.

1. **Process Description**
   1. Receive and file change request document from users.
   2. Analyse the solution required [why you are doing this and the pain points that the solution will solve].
   3. Document and communicate users/application affected by the change.
   4. Define success metrics.
   5. Develop the solution and celebrate wins.
   6. Test the application with the domain expect and client services section.
   7. Log change and Test sign-offs.
   8. Introduce the change to the University.
   9. Measure and expand use.
2. **Key Performance Indicators**
   1. Test-sign off.
3. **Retained Documented Information**
   1. Change request document.
   2. Test sign-off.
   3. Change log.
4. **Reference**

ISO 9001:2015 QMS /ISO21001:2018 EOMS