

Change Management Policy

Purpose and Scope

- The purpose of this policy is to provide an orderly and documented method in which changes to the College's technology environment are made..
- This policy applies to all Wofford College Information Technology (IT) staff members.
- This policy applies to any type of change, upgrade, or modification that might affect IT resources upon which College students and staff rely. This includes, but is not limited to, the following:
 - Hardware upgrades or additions
 - Infrastructure changes
 - Preventative maintenance
 - Security patches
 - Software upgrades, updates, or additions
 - System architecture and configuration changes

Policy: Planned Changes

Any potential change made to the College's IT resources must be communicated to the College staff members responsible for technology at Wofford. Currently this "technology group" includes the following:

- All IT staff members
- All Information Management staff members
- The College Webmaster and Assistant Webmaster
- The Library Director of Technical Services
- The Foreign Language Mac Support Specialist and Multimedia Instructor

Currently, communications about potential changes are made by email using the Change Notification template. The following information must be included in the notification, when appropriate:

- Who will make the change
- The estimated date of the change
- A description of the change, including a timeline and potential problems
- Whether the change has been approved by other IT staff in charge of IT resources that may be affected, if any.
 - These staff members are listed in the *IT Responsibilities* document posted in the Change Management public folder
- What assistance will be needed by other IT staff, if any.
- What other College offices potentially will be affected.

These communications will be filed in the Change Management public folder by the Vice President of Technology.

Except in the case of an emergency or an unforeseen event, potential changes must be communicated at least five working days in advance of when the work is to be done.

After receiving notification of a potential change, any “technology group” member who needs more information or has an objection to the change should contact the Vice President of Technology. If no questions or objections arise during the five working days following the notification, all parties will assume that permission has been given for the change.

In the event that an objection to the change cannot be resolved informally, the Vice President of Technology will call a meeting of all involved parties to resolve the dispute.

Policy: Emergencies

A technological emergency exists when:

- a business critical component of the College’s technology is inoperable and preventing a time-sensitive or mission critical task from being completed, or
- a disaster has occurred.

All emergencies will be handled on a case-by-case basis with the approval of the Vice-President of Technology or an appointed designee. In any case, the following guidelines must be followed:

- Verbal or written approval must be obtained to execute the change.
- College students and/or staff affected by the emergency will be notified as soon as possible.
- Actions taken dealing with the change will be documented and filed in the Change Management public folder as soon as possible after the emergency is over.

Policy: Notification of Changes

Notification of all changes must be made in accordance with the *Campus Notification Policy*.

Responsibility

- The responsibility for enforcing this policy lies with the Vice President of Technology, 597-4294.