

No. IT- 005	Policy Name: Change Management Procedure
Effective Date: 7-1-2011 Last Revised Date: 7-3-2014	Citywide Policy _ IT Policy _ IT Procedure <u>X</u>
Approved By: IT Director	

Change Management Procedure The Process

Change Management for all IT systems that are used by more than a single department will be coordinated through the Information Technology department process via the IT Manager’s Group. Other City agencies are welcomed to use the process for their internal needs as well.

Routine CMG meetings will occur on a periodic basis in the Information Technology department and will include at a minimum, Sr. Network Engineer, Sr. System Engineer, and the IT Director. Other personnel (IT or otherwise) can attend on an as-needed basis if they are coordinating scheduled changes. Any changes, updates, etc. to enterprise systems will be discussed, approved and scheduled for deployment. The change management group will also identify the major user groups that require notification and coordination. Change schedule development will take into account customer and other IT group schedules, impacts and resources.

Changes will be scheduled for non work hours whenever possible to minimize disruption and downtime. Changes made during business hours will be approved by the Director of Information Technology prior to customer notification.

Notifying Users

Once a change has been identified and scheduled, the appropriate member of the change management group will develop an email notification that will originate from the changemanagement@hampton.gov account. This message must be sent at least **three business days prior** to the application of any planned upgrades and implementations that will impact end users. Changes will also be posted on the help desk system announcement page. The message will be in the following format:

- **Title of the Change/Update:**
- **Description & Purpose:** A brief description of the change and why it needs to occur
- **When:** The date/time at which the change will occur
- **Who is Affected?:** Summary of affected user
- **What will Occur:** Summary of how it will specifically impact the user group
- **Special instructions:** Procedures to follow to ensure a successful change (i.e. power down your computer before you leave on Friday, January 26, 2011.)

End users will then have a window of opportunity to provide feedback to the change management message if there are unforeseen consequences that need to be considered. The Change Management email must be monitored by the manager sending the notice prior to the upgrade unless a shorter time period is approved by the IT Director. The Change Management Group will attempt to resolve any conflicts in a timely manner or reschedule the change deployment as warranted.

Once a change has been deployed, the appropriate CMG member will monitor the change to ensure a successful change has occurred.

Emergency Change Management

Changes that are deemed time-sensitive and cannot be cycled through the traditional process will be authorized by the Director of IT or designee on an as-needed basis. In the event of such emergency changes, IT will make every effort possible to provide as much advanced notification as possible and such changes will be scheduled for after-hours deployment if at all possible.

