I. PURPOSE
The purpose of this document is to define the Change Management process for Standard Changes used across the University Information Technology (UIT) and the Information Technology Services (ITS) organizations.

II. OBJECTIVE
The objective of Change Management is to control changes that affect the operations of UIT/ITS in a logical and methodical way in order to reduce adverse risks and maintain a stable environment. Standard changes are routine changes that are well documented, low risk and proven (implemented 3 or more times without incident). The Standard Change procedure of the Change Process describes how standard changes are approved and moved through the change process.

III. SCOPE
This process applies to all UIT/ITS employees, contractors, vendors, departments, business areas, functional areas, and affiliated organizations.

IV. PROCESS
Approve Standard Change

[Diagram of process flow]

This document contains University of Utah confidential and proprietary information. Questions regarding this document should be directed to the Process Owner.
Implement Standard Change

Create Standard Change Request → Review Request → Implement Change

Review and Close

V. PROCEDURES

Standard Change Approval Procedure

1. Create and submit the Standard Change Request

The Standard Change Request serves as a template for creating future Request for Changes (RFC's). It contains information similar to a Normal RFC including:

- Who is requesting the change
- Short description of the change
- Service or system being changed (if appropriate)
- Reason for the change
- A Remediation plan that outlines steps taken to either back out of a change or downtime procedures that can be used until the change is fully implemented.
- Proposed implementation window (can be recurring or as needed - include a start and end time)
- How many times has this been successfully implemented?

In addition to the information on the Standard Change Request, each standard change should have a change model for that specific change that includes:

- Step by step instructions for implementing the change
- Roles and Responsibilities that are clearly defined and understood
- A timeline that outlines when things need to be done and who does them
- An escalation process that outlines how to handle exceptions that might occur during implementation.
2. Review Standard Change Request

Review the request for completeness. If it is missing any required information, contact the requestor and update the RFC accordingly. Check that the Change Model for the requested change has been created and has required sections.

Upon receipt of the RFC, notification is sent to the Requestor indicating that it has been received and is in the review process.

3. Add Request to CAB calendar

Standard changes are reviewed just like Normal changes. The request is added to the list of the items to be discussed on the scheduled CAB meeting agenda and calendar.

4. Evaluate and Approve Request

Requests are assessed based on the risk they present to the systems and services involved and the availability of resources needed to implement. Once the request is evaluated, the request is either approved or rejected and this is noted in the record. The Requestor is notified of the results of the assessment.

5. Create Standard Change Template

Using the information from the RFC and the change model, the Change Manager creates the Standard Change Template and makes the template available for use.

**Standard Change Implementation Procedure**

1. Create a Standard Change from an approved Template and submit

Create an RFC using the approved Standard Change Template for the desired change and submit. Complete all additional information including

- Implementation data and time
- Specific service, equipment, software or CI that is being changed
2. Review Request

The Change Manager reviews the request to make sure there are no conflicts with the schedule and the information in the request is complete. All standard changes are pre-approved. However, the Change Manager may reject the request if there are conflicts or other concerns. The Change Manager will notify the Requestor if a change has been rejected.

3. Implement Change

The Requestor implements the change following the change model and the other parameters as outlined in the Standard Change Request.

4. Review and Close Change Record

The Requestor updates the change record and indicates if the change was successful or not and documents lessons learned. The Change Manager is notified when deployment is complete. When notification is received that the change has been deployed, the results of the change are reviewed. Results of the review are recorded in the change record and the change record is then closed.

Any Standard Change that fails and causes an outage may be revoked until the nature of the failure has been determined and any necessary modifications to the Standard Change or change model are made.
VI. ROLES AND RESPONSIBILITIES

<table>
<thead>
<tr>
<th>Activity</th>
<th>Requestor</th>
<th>Change Manager</th>
<th>CAB</th>
<th>ECAB</th>
<th>Release Manager</th>
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<tbody>
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VII. PROCESS METRICS

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<tr>
<td># standard changes within time</td>
<td>Count of changes opened</td>
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</tr>
<tr>
<td># standard changes closed within</td>
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<tr>
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</tr>
<tr>
<td>% successful changes</td>
<td>Count of successful changes / Count of total changes implemented</td>
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<tr>
<td># Standard changes revoked</td>
<td>Count of standard changes revoked because of implementation failure</td>
</tr>
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VIII. REGULATORY INFORMATION

NA

IX. GOVERNANCE

The Process Owner is responsible for the enforcement of this process and the approved procedures and work instructions related to its implementation.

X. ENFORCEMENT AND EXCEPTIONS

This process document is approved by the UIT/ITS's Executive Leadership Team. Failure to follow this process could result in disciplinary action.

Revision #: 1.0  Supersedes: N/A  Date: 01.01.16

This document contains University of Utah confidential and proprietary information. Questions regarding this document should be directed to the Process Owner.
Exceptions or modifications to this process can be approved by the Process Owner.

Changes to corresponding procedures or work instructions may be made by the Process Owner or a designated alternate.

XI. DOCUMENT REVIEW
The applicable process and procedure documents shall be audited, reviewed, and revised as necessary at a minimum interval of every one (1) year to ensure relevance, fit for purpose, and fit for use.

The applicable processes and procedures shall be audited, reviewed, and revised as necessary when the corresponding policy is modified.

XII. REFERENCES
Definitions Document
Problem Management Policy Document

XIII. APPROVALS

<table>
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XIV. REVISION HISTORY

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