I. PURPOSE
The purpose of this document is to define the Change Management policies for use across the University Information Technology (UIT) and the Information Technology Services (ITS) organization.

II. OBJECTIVE
The objective of Change Management is to control changes that affect the operations of UIT/ITS in a logical and methodical way, to mitigate risk, and maintain a stable environment.

III. SCOPE
This policy applies to all changes impacting UIT/ITS systems and services. This includes items such as physical and virtual technologies, applications, services, locations, and movement of tracked items owned or managed by UIT/ITS or by third parties interacting with UIT/ITS.

IV. POLICY
UIT/ITS is responsible for auditing this change management policy and associated processes and procedures.

Change Management practices are implemented through defined processes, procedures, metrics, and documentation.

The Change Management Board (CMB) is the governance authority for Change Management.

The Change Advisory Board (CAB) provides oversight for Change Management.

The University of Utah CTO and Deputy CIO appoint members of the Change Management Board with recommendation from the CAB.

Standing members of the CAB are appointed by the University of Utah CTO and Deputy CIO.

The CAB is chaired by a Change Manager.

Policy and Procedures documentation is submitted to the CMB for approval. These documents are reviewed on a regular basis.

All changes to systems, applications, and components that impact production services require a Request For Change (RFC).

All RFCs must be submitted, reviewed, and authorized by the appropriate change authority.
The CAB reviews requested changes, resource requirements, risk level, disposition, coordinates scheduling, and advises the Change Manager.

The Change Manager authorizes changes.

The Change Manager has authority to make go/no-go decisions about the implementation of a change.

The Change Manager creates, maintains, and publishes the change schedule. The proposed date and time of a requested change may be rescheduled based on business needs and to minimize risks.

V. REGULATORY INFORMATION

Compliance with regulatory requirements when applicable are strictly followed, such as:

A. Sarbanes-Oxley Act (SOX)

B. Health Insurance Portability and Accountability Act (HIPPA)

C. Family Educational Rights and Privacy Act (FERPA)

D. Information Security Office (ISO)

E. University of Utah disclosure policies

VI. GOVERNANCE

The Process Owner is responsible for the enforcement of this policy and the approved processes and procedures related to implementation of the policy.

VII. ENFORCEMENT AND EXCEPTIONS

This binding policy document is approved by the UIT/ITS's Executive Leadership Team. Infractions of these policies could result in disciplinary action.

Exceptions to these policies can be approved by the UIT/ITS's Executive Leadership Team.

Changes to corresponding Processes and Procedures may be made by the Process Owner.

VIII. POLICY REVIEW

The applicable policy, process, and procedure documents shall be 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 reviewed and revised as necessary when the Policy is modified.

IX. REFERENCES
Definitions Document
Change Management Process

X. APPROVALS

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XI. REVISION HISTORY

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Revised

Revision #: 1.0  Supersedes: N/A  Date: 09.09.15

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