POLICY & PROCEDURE DOCUMENT

NUMBER: 5.5100

UNIT: Information Technology Services

TITLE: Information Technology Change Management Policy

DATE: July 1, 2016

REVISED: April 20, 2023; July 21,2025

Authorized by: AVP for Information Technology Services

I. Purpose and Scope

The purpose of this policy is to properly track, control, and manage changes to the Information Technology Services Unit environment at WKU in compliance with security best practices and audit standards to the degree feasible. All users of production ITS systems, applications, and services as well as ITS staff who implement and maintain these systems, applications, and services are expected to adhere to this policy when initiating, developing, implementing, and approving changes.

II. Policy

Changes to the WKU ITS environment that could impact the integrity, reliability or security of any network, application, or system service - especially to the extent critical University data is involved -must be formally tracked. This should be done using a change management tracking system, supplemented by automated mechanisms such as audit logging across networks, servers, and databases.

This tracking process should document change initiation, reason, development, testing, implementation, and approval. This process must be standardized, unified, and consistent to the extent possible across the ITS environment.

As changes to the ITS environment at large institutions like WKU are constant, prolific, and numerous, it is necessary to prioritize changes that are the most impactful and critical based on the criteria above. Changes will be categorized based on a risk profile established by WKU ITS, ensuring the most impactful and critical changes receive appropriate tracking and management.

III. Procedures

Please see the WKU ITS website for information on the Service Catalog, where change requests or requests for programming services must be submitted.

IV. Related Policies

V. Reason for Revision

04-20-23 – Revised with no changes per WKU Policy 0.0004

07-21-25 – Revised with minor changes to improve structure