



## **POLICY & PROCEDURE DOCUMENT**

NUMBER: 5.5100  
DIVISION: Information Technology  
TITLE: Information Technology Change Management Policy  
DATE: July 1, 2016  
REVISED: N/A  
Authorized by: Gordon Johnson, VP for Information Technology

### **I. Purpose and Scope**

The purpose of this policy is to properly track, control, and manage changes to the Information Technology environment at WKU in compliance with security best practices and audit standards to the degree feasible. All users of production IT systems, applications, and services as well as IT 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 IT 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, should be tracked formally using a change management tracking system in combination with automated tracking mechanisms available in networks, servers, and databases such as audit logging. This tracking process should document change initiation, reason, development, testing, implementation, and approval and should be standardized, unified, and consistent to the extent possible across the IT environment.

As changes to the IT 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 developed by WKU IT and change management tracking implemented accordingly.

### **III. Procedures**

Please see the WKU IT 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**

Not applicable.

This policy was last reviewed on June 28, 2018.