



POLICY & PROCEDURE DOCUMENT

NUMBER: 5.5100
UNIT: Information Technology Services
TITLE: Information Technology Change Management Policy
DATE: July 1, 2016
REVISED: N/A
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, 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 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 developed by WKU ITS and change management tracking implemented accordingly.

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

Not applicable.

This policy was last reviewed on May 1, 2020.