STATE OF MARYLAND
DEPARTMENT OF PUBLIC SAFETY & CORRECTIONAL SERVICES

Information Technology &	Information Technology and Communications Division Policy#: 01-08
	TITLE: Change Management
	EFFECTIVE DATE: February 15, 2008
Communications Division	**APPROVED:** Chief Information Officer (CIO)

I.   PURPOSE:

The purpose of this policy is to ensure that all changes of Information Technology (IT) systems, code, infrastructure and related documentation of the Department of Public Safety and Correctional Services (DPSCS) Information Technology and Communications Division (ITCD) are implemented in a timely and controlled manner; approved before implementation; and supported by appropriate documentation.

II.   REFERENCES:

None.

III.   SCOPE:

This policy applies to all units of ITCD, as well as to all vendors under contract with ITCD to provide computer applications, computer hardware, computer software and related documentation.

IV.   DEFINITIONS:

A.   In this policy, the following terms have the meanings indicated.

B.   Terms Defined.

1.   Baseline means a specification or product that has been formally reviewed and agreed upon, that will serve as the basis for future development, and that can be changed only through formal control procedures. The baseline for a system is normally determined after the first iteration of a development effort based on the requirements. Once changes are added or deleted to those requirements, the baseline is then changed, through the Change Management process to reflect a new agreed-upon iteration

2.   Change Management (CM) means the procedures used to ensure that changes are introduced in a controlled and coordinated manner. The objective of Change Management is to mitigate the risks of production system failures by ensuring that all of ITCD's production changes are introduced only after quality assurance processes have been addressed and

documented, successful testing is completed and documented, and inter-unit communications have been appropriately accomplished.

3. Change Request means a type of Remedy ticket used to track changes to production systems.

4. Production Applications means software applications in a production environment

5. Production Environment means where an application or system resides that hosts actual / real data (as opposed to test data) or is available on the DPSCS accessible network or server.

6. Project means any work which meets one or more of the following criteria:

- Has been approved by DBM (Dept. of Budget and Management) as a project
- Will require greater than 80.0 man hours. For systems development, this means 80.0 development man hours.
- Spans multiple groups
- Is grant funded
- Is a new application
- Is a new system
- Is a rewrite of an existing system or application

Not all projects will be managed by the Project Management Office (PMO).

7. Project Plan means a document that identifies project scope, tasks, schedule, allocated resources, and interrelationships with other projects. It also provides details on the involved functional units, required job tasks, cost and schedule performance measurement, and milestone and review scheduling.

8. Project Schedule means a list of a project's tasks with intended start and finish dates.

9. QA Testing means testing performed by the Quality Assurance Testing Team within the Customer Support and Risk Management (CSRM) group.

V. POLICY:

A. CM methods and tools shall be used for all IT products and services. Any change to the production environment must go through the CM process.

B. All employees and vendors modifying production applications are required to adhere to this policy.

VI. RESPONSIBILITIES:

A. The Director of Customer Support and Risk Management of ITCD shall review and update the Change Management Policy annually no later than July 1st. The policy version number and change history shall be explicitly documented in each policy update.

B. This policy shall be reviewed and approved by the Chief Information Officer (CIO) of the Information Technology and Communications Division.

C. Change Management Review Board (CMRB):

    1. All production environment changes require a Remedy Change Request ticket.

    2. The Change Management Review Board (CMRB) has the authority to approve or disapprove production Change Requests. Each week all ITCD units are required to provide a representative to attend the regular CMRB meeting.

    3. The CMRB is the management forum for discussing CM issues. The decision of the CMRB will be the deciding factor regarding the production implementation for all Change Requests. All members of the CMRB attending the meeting must unanimously agree to proceed before a production implementation can be approved by the CMRB.

D. Change Management:

    1. CM is responsible for overseeing the CM processes and procedures.

    2. CM ensures that required documentation has been produced.

        • CM is not responsible for ensuring that the provided documentation is technically accurate or adequate.
        • The managers are responsible for the accuracy and adequacy of the documentation presented to CM, and that it will support a successful production implementation as requested.
        • CM is only responsible to ensure that the documentation is present.
        • CM must notify the appropriate managers if documentation is not attached to the Remedy ticket or if the ticket does not have a reference in the Work Log where the documentation may be found.

    3. CM will not give pre-approval of any Remedy ticket that has not met minimum CM standards.

E. Roles and Responsibilities for Projects:

    1. The Project Manager will:

        • Create an umbrella Change Request for the project.
        • Be responsible for ensuring that the creation and update of all required documentation occurs (document creation may be a collaborative effort but the project manager is ultimately responsible)
        • Work with the Customer Support and Risk Management (CSRM) staff to ensure that the QA Testing and CM processes and procedures are incorporated into the Project Plan and Project Schedule, including appropriate review points.

    2. The CSRM team, including the QA staff and CM staff, will:

        • Work with the project manager(s) to ensure that all production Change Requests meet at least the DPSCS/ITCD minimal standards as outlined in the CM Procedure Manual.
        • Ensure that all Change Requests meet CSRM standards prior to their approval by the Change Management Review Board (CMRB) for production implementation.

- Ensure that any requests for exceptions to the CMRB rulings are directed to the appropriate unit level director(s) for resolution.

F.   Roles and Responsibilities for Non-Projects:

    1.   Managers for Regular Change Requests:

- The managers for the developers and/or technicians are required to follow the standard CM policies and procedures in the Change Management Procedure Manual.
- The managers will ensure that the Change Requests that need their approval are reviewed for completeness and approved by 8:00 am on the Wednesday of the regular Wednesday CMRB meeting.
- Tickets that are not approved by 8:00 am on the Wednesday of the regular Wednesday CMRB meeting will be held over for the next CMRB meeting.

    2.   Managers for Emergency or Unscheduled Change Requests:

- Emergency or Unscheduled requests will only be accepted by CM based upon the authority of the manager(s) responsible for the systems.
- Unscheduled Change Requests also require the approval of the Deputy CIO or his designee.
- By making the request an emergency or unscheduled request, the manager is accepting all responsibility to ensure that all of the normal CM processes and procedures are appropriately fulfilled.
- In addition, the manager who grants approval for an emergency or unscheduled request is accepting all responsibility for the success or failure of the emergency implementation.

    3.   The responsible manager must ensure that:

- All standards instituted by the manager of the affected unit are followed
- All CM processes and procedures are successfully fulfilled (including ensuring that all documentation pertinent to the production move is supplied to the individual(s) responsible for the production move and is referenced in the ticket work log or attached to the ticket)
- Operations staff and CM staff are notified that there is an emergency/ unscheduled change and an immediate production implementation is required
- Users are notified if there will be any outage or visible change to their systems

VII.   PROCEDURES:

A.   The Director of Customer Support and Risk Management shall:

    1.   Establish CM procedures that ITCD managers shall apply to all production environment changes. Change Management Procedures can be found in the Change Management Procedure Manual on the DPSCS Intranet in the following location:
http://intranet.dpscs.mdstate/technology/qm/ChangeManagement.shtml

    2.   Schedule weekly meetings of the CMRB to approve implementation of documented proposed systems changes.

VIII.   APPENDICES:

    A.   Components of CM Procedures

IX.   RESCISSIONS:

This policy rescinds and replaces ITCDP05-05 Change and Configuration Management Policy.

APPENDIX A.   Components of CM Procedures

The CM Procedures should contain methods to:

1. Ensure that CM is followed throughout a change request's life cycle.
2. Implement and apply CM to externally delivered products as well as to products developed, delivered, and used in-house.
3. Document thorough and successful testing in a test environment before any changes to production systems are made.