POLICY 019/2015 RAADSBELEID

ONDERWERP: IT-CHANGE MANAGEMENT POLICY

VERWYSING: 6.1.B

BESLUIT NR: 25/05.1/2015 (SRV)   DATUM: 13 Mei 2015

PURPOSE: This policy is to establish management direction and high-level objectives for change management and control. This policy will ensure the implementation of change management and control strategies to mitigate associated risks such as:

- Information being corrupted and/or destroyed;
- Computer performance being disrupted and/or degraded;
- Productivity losses being incurred; and
- Exposure to reputational risk

POLICY PHILOSOPHY AND PRINCIPLE

Changes to information resources shall be managed and executed according to a formal change control process. The control process will ensure that changes proposed are reviewed, authorised, tested, implemented, and released in a controlled manner; and that the status of each proposed change is monitored

GUIDELINES

1.   System change is the result of one or several of the following factors:

- Policy or legislation change necessitating system change of input or output;
- System enhancement not originally envisaged in the design phase;
- User requirement changes;
- Errors in system design and or development.

2.   Changes are classified in the following categories measured in accordance with the impact the change has on the system as whole and the risk factor if not implemented.

Category	Description
1	Cosmetic in nature - changes such as improving user friendliness of screens or reports, rectifying minor errors
2	Policy or legislation changes enforcing system changes
3	New features or additions / enhancements to system or major system changes

3.   System changes must be documented.

4.   Changes are approved and reported as follows:

Category	
1	Approved by IT Manager and reported to the next IT Steering committee
2	Approved by IT Manager and reported to IT Steering Committee
3	Approved by IT Steering Committee

Changes with high risk to council not reaching objectives or seriously effect the outcome of the system if not done as soon as possible and cannot wait for next IT Steering Committee meeting for approval, may be approved by the Chairperson of IT Steering Committee and reported to the next IT Steering Committee

5. An impact assessment shall be conducted which includes the potential effect on other information resources and potential cost implications. The impact assessment should, where applicable consider compliance with legislative requirements and standards.

6. All change requests shall be prioritized in terms of benefits, urgency, effort required and potential impact on operations.

7. Changes shall be tested in an isolated, controlled, and representative environment (where such an environment is feasible) prior to implementation to minimise the effect on the relevant business process, to assess its impact on operations and security and to verify that only intended and approved changes were made.

8. The impact of change on existing SLA's shall be considered. Where applicable, changes to the SLA shall be controlled through a formal change process which includes contractual amendments.

9. All users, significantly affected by a change, shall be notified of the change when completed.

10. The requester of the change shall sign-off on the change.

11. Where applicable the business continuity plans shall be updated with relevant changes

PROCEDURE
1. The official requesting a system change completes a System Change Request form which must be duly signed by the Departmental Head and Director to whom he/ she reports.

2. Wherever practicable, operational and application change control procedures should be integrated.

3. The IT Manager will investigate the request with regards to the impact of the change on systems;

    a. categorize it;
    b. make recommendation to the IT Steering Committee

4. The IT Steering Committee may approve or decline the request.

5. After approval the IT Manager will submit the request for change to the relevant service provider and monitor the change until such time that it is implemented.

6. After implementation and testing, the requesting department will sign-off on the change.

7. The IT Manager will ensure that all user affected by the change are informed.

8.   Where applicable the IT Manager ensures that the relevant SLA and Business Continuity plans are updated

ROLES
IT Steering Committee
IT Manager
End users

RELATED POLICIES

RECALL / CHANGES
This policy replaces any previous policy in this regard

//KHARA HAIS MUNICIPALITY

System Change Request Form

This document must to be completed in the event that any changes are requested to any of the systems used by council.

Change Request

Requesting Department_____   Date : _____

Requested by : Name _____

Acknowledgement : Departmental head : _____   Director : _____

Description   of   request   :
_____

_____

_____

Reason   for   change   :
_____

_____
_____

Date required : _____

To be completed by IT Department
Received at IT Department : Name : _____ Signature : _____ Category :
_____ Cost estimate : _____ Date : _____
Recommendation   :
_____
_____
_____

Approval

By : _____   Signature : _____
IT Steering Committee meeting date : _____ Date : _____
Comments : _____
_____

Supplier information

Name : _____   Date informed : _____ Date Completed : _____

Sign Off
IT Department
Tested By : _____ Signature : _____Date : _____

Requesting department
Tested By : _____ Signature : _____Date : _____