



Information Technology

IT Change and Incident Management Procedure

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Revision History

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1.0			

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Article I. Objectives

The objective of this document is to lay the foundation for appropriate Change and Incident Management procedures and processes.

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Overview

The purpose of this procedure is to provide standards protocols and processes for managing changes and incidents to the Information Technology environment at the <school/department/etc.) minimizing any interruptions in operational functions as referenced in the University of Miami Change and Incident Management Policy.

This procedure and process is critical to Information Technology's ability to maintain a stable and secure IT environment for employees, physicians and patients <other constituents). IT has a responsibility to effectively manage changes and incidents in our production environment and communicate changes and incidents to our user community as applicable.

Reasonable efforts will be used to resolve scheduling conflicts or issues identified through the Change and Incident Management Process (planned and unplanned) in collaboration with the implementer at the IT Change and Incident Management meetings.

An overview of the process steps for *planned Changes or Incidents* includes:

1. All change or Incident management requests is be documented in a centralized manner (i.e. database, ticketing system, etc.) by the IT staff member responsible for the proposed change or incident.
2. Documentation supporting the proposed change is submitted to appropriate management for review.
3. All proposed changes should be reviewed weekly by a change team. Traditionally the change team is made up of a cross-disciplinary team of IT staff members meets to discuss upcoming changes and incidents, evaluate impacts, mitigate conflicts, resolve issues, identify opportunities for improvement and approve requests for move to production.

Change requestors should be prepared to discuss the following:

- a. Scope of the change
 - b. Reasons for the change
 - c. Why downtime is required or is not required
 - d. List of applications impacted
 - e. List of clients and sites impacted
 - f. Downtime approval window from clients.
4. Proceed with implementation per roll out plan.
 5. Provide success status and post-live issues documentation. Post-implementation assessments are reviewed for issues and opportunities for improvement.

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Process

<process details should be outlined here>

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Roles and Responsibilities

<Specific Roles and Responsibilities should be identified here>

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Definition of Terms

<section should be customized per your needs, some definitions to help you get started>

Change: A new implementation, an addition, modification or deletion of material functionality to BHSF's production system software (O/S), application software, databases, system parameters, interfaces, hardware, network or infrastructure (e.g. power).

Examples:

Server Install, application upgrade, O/S upgrade, software or firmware patching, direct database entry, added logical volume, software integration, new interface, new software functionality, scripting development, cron job changes, change in data retention parameters, network switch replacement, firmware or software upgrades on network switches, security patching, install new software on a server, enabling a new service or feature on a server or network device, moving a server or network device, replacing a UPS, large software distribution, AD modification (except account and resource access management), modify database structure and database restores.

Incident: An action taken that has the potential to result in adverse consequences to the information system production environment or business operations.

Examples:

Network outage (restore of network without h/w or firmware changes), power outage (restore of power without h/w replacement), server reboot to resolve hung process, application restart to resolve hung process, restart of interfaces due to interface server outage (openlink), reset network routers or switches, restore router or switch configuration, server down or application down.

Urgent Change or Incident: Requires immediate attention where any delay in taking action could result in serious harm to the information system production environment or business operations.

Examples:

Restore of down system, adding space due to full file system, critical errors indicated on event monitoring tools, impending downtime if change is not made, hardware failure, critical Microsoft security patching.

Critical Change or Incident: Must be implemented within five business days where any delay in taking action beyond that timeframe could result in serious harm to the information system environment or business operations.

Examples:

Adding space upon file system growth notification, tape backup failure, redundant hardware failure, impending event notification response, non-urgent Microsoft security patches.

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Routine Change or Incident: A planned change or incident to the information system environment that is not considered urgent or critical.

Project: An extensive set of tasks undertaken by several functional business groups to develop, implement or upgrade a solution required by the Clients; usually requiring more than 40 man hours.

PIF (Project Initiation Form): BHSF required document to get a project started. It usually requires basic information to be filled out such as Name of project, reason, objectives, estimated time frame, estimated start and end dates, man hours, cost and several stake holder signatures.

Project Scope Document: A project scope document is designed to provide a general overview or idea of the project request that is produced by the Project Manager and approved by the project stakeholders to lay a cohesive foundation for the pending implementation after having met with the clients and IT business and technical teams. The document is useful in determining resources, time lines, architecture, man hours, budgets, workflow, etc; and ultimately it is intended to facilitate the writing of the PIF.

Change / Incident Scope Document (Non-Project related): A change / incident scope document is designed to provide a general overview or idea of the requested functionality that is produced by the IT lead responsible for the change/incident and approved by the change stakeholders to lay a cohesive foundation for the pending implementation after having met with the clients and IT business and/or technical teams. The document is useful in determining resources, timelines, architecture, man hours, budgets, workflow, etc. In the case of an Urgent change or incident, this document should also include supporting documentation for the urgent nature of the request.

Project Plan: A logical and organized representation on paper of all task, events, requirements, documentation and related issues to a Project. A tool is in place today to handle this function: MS-Project Plan.

Task Plan: A logical and organized representation on paper of the tasks associated with implementing a change or incident that collectively does not require greater than 40 hours of man hours.

Testing Environment: A true mirror image of a Production Environment. It contains all applications, tools, settings and connections needed to mimic the behavior of an application in production. The purpose of this environment is to test changes or incidents prior to implementation in the production environment.

Production Environment: All hardware and software installed and attached to the BHSF live network infrastructure who's purpose is other than testing or development purposes.

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Test Plan: A logical and organized representation on paper of all tasks, events, requirements, expected outcomes and results (pass/fail) of the change testing including the tester sign-offs.

Back-out or Contingency Plan: A logical and organized representation on paper of all tasks, events, requirements, documents and related issues that would be required to recover an application or hardware to it's baseline state should a change or incident cause intolerable unexpected results.

Live Plan: A time detailed logical and organized representation on paper of all tasks, events, requirements, documents, live event participants contact information, etc. available to the change or incident participants during the course of the change/live event.

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