Policies and Procedures

SECTION:		NO.		
Administration		**2.4.47.**		
CHAPTER:		ISSUED:	REV. A	REV. B
Information Technology		3/14/12		
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Change Management Policy				

PURPOSE

This policy is intended to ensure changes to Information Technology (IT) systems are managed in a rational and predictable manner so that staff and customers can plan accordingly.

SCOPE

This policy applies to all production IT resources of Creighton University regardless of who administers the systems or which division of the University they report.

POLICY

Every change to a Creighton production IT system such as: operating systems, computing hardware, networks, and applications is subject to the Change Management Policy and must follow the Change Management Operating Procedures.

A Change Advisory Board (CAB) will meet regularly to review change requests and to ensure that change reviews and communications are being satisfactorily performed.

DEFINITIONS

Change
Any alteration of an existing IT resource. Changes may be classified as minor, standard, or significant.

Production IT System
Any IT system which is relied upon for performing business functions whereby the loss would critically impact the ability for a group to perform their duties.

Change Advisory Board
A group that reviews and approves changes to the IT infrastructure.

RESPONSIBILITIES

Change Requesters are responsible for ensuring adherence to this policy and associated procedures when planning and executing changes to production IT resources.

Change Advisory Board is responsible for approving or denying all submitted requests for change.

ADMINISTRATION AND INTERPRETATIONS

This policy shall be administered by Information Security. Questions regarding this policy should be directed to the Information Security Officer.

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AMENDMENT/TERMINATION OF THIS POLICY

The University reserves the right to modify, amend or terminate this policy at any time. This policy does not constitute a contract between the University and its faculty or employees.

REFERENCES TO APPLICABLE POLICIES

Change Advisory Board Operating Procedures

EXCEPTIONS

None

VIOLATIONS/ENFORCEMENT

Any known violations of this policy should be reported to the University's Information Security Officer at 402-280-2386 or via e-mail to infosec@creighton.edu.

Violations of this policy can result in immediate withdrawal or suspension of system and network privileges and/or disciplinary action in accordance with University procedures.

The University may advise law enforcement agencies when a criminal offense may have been committed.