8055.S01 Change Control

Implements: CSU Policy #8055.0
Policy Reference: http://www.calstate.edu/icsuam/sections/8000/8055.0.shtml

1.0 Introduction

Campuses must establish and document a risk-based process for managing changes to common and shared information assets. Campuses must identify those assets subject to the change control process. However, at a minimum, the campus change management process must include critical and protected information assets.

2.0 Change Management Methodology

The change control review process must include:

a. Identification and documentation of changes.

b. Assessment of the potential impact of changes, including security implications.

c. Identification of a change control authority, which may be vested in either individuals or groups as appropriate.

d. Documented review and approval by the designated change control authority.

e. Methods for scheduling and appropriate notification of significant changes.

f. Methods and standard template for notification to end users of scheduled changes and expected impact.

g. Ability to terminate and recover from unsuccessful changes.

h. Testing procedures to ensure the change is functioning as intended.

i. Communication of completed change details to all appropriate persons.

j. Updating of all appropriate system documentation upon the completion of a significant change.

k. Significant changes made to a common or shared CSU information asset (e.g., CMS) must be appropriately reviewed and approved by a centralized CSU change control oversight group.

l. Significant changes made to a campus-specific information asset must be appropriately reviewed and approved by the designated change control authority.

3.0 Sample Change Management Methodology

While each campus may identify its own change control methods, an example follows:

	Low Impact Changes	Medium Impact Changes	High Impact Changes
Description of Change	A change intended to repair a fault in an information system or network resource. Such changes can include either the hardware or software components of information systems and network resources.	A change intended to update or upgrade an information system or network resource. Such changes can include major patches or significant changes to system configuration to meet a new policy, security guideline, or campus requirement. Such changes can include either the hardware or software components of information systems and network resources.	A change, which will result in major changes to an information system or network resource. Such changes can include implementing new functions or replacing entire systems. Such changes can include either the hardware or software components of information systems and network resources.
Pre-change Requirements	A change plan, including back-out procedures, must be developed and approved.	A formal risk assessment must be conducted on the change. A change plan, including back-out procedures, must be developed and approved.	A formal risk assessment must be conducted on the change. A change plan, including back-out procedures, must be developed and approved. Information systems or network resources that are being changed must be fully backed up.
Approval Required	• System owner • IT manager	• System owner • IT manager (may include ISO and TSO) • Change control group	• System owner • IT manager (may include ISO and TSO) • Change control group
Post-change Requirements	After the change is made, appropriate information system or network resource documentation, operations processes, and configuration documentation must be updated.	After the change is made, appropriate information system or network resource documentation, operations processes and configuration documentation must be updated. Change results must be logged and reported to change control group.	After the change is made, appropriate information system or network resource documentation, operations processes, and configuration documentation must be updated. Change results must be logged and reported to change control group.

REVISION CONTROL

Revision History

Revision Date	Revised By	Summary of Revisions	Section(s) Revised
3/11/2011	Moske	Document Revision: Draft Standards Template	Click here to enter Revision Date

Review / Approval History

Review Date	Reviewed By	Action (Reviewed, Recommended or Approved)
9/28/11	Washington	Approved