Texas A&M Health Science Center Guidelines

29.01.03.Z1.20 Guideline: Change Management

Approved February 13, 2013

Supplements System Regulation 29.01 and TAMU SAP 29.01.03.M1.07

Reason for the Guidelines

The Information Resources (IR) infrastructure at Texas A&M University System Health Science Center (HSC) is expanding and continuously becoming more complex. There are more people dependent upon the network, more client machines, upgraded and expanded administrative systems, and more application programs. As the interdependency between IR grow, the need for a strong change management process is essential. The HSC Change Management guideline applies to all individuals that install, operate or maintain IR.

1. Change Management

1.1 Scheduled changes to IR resources such as: operating systems, computing hardware, networks, and applications must be documented and approved by a change management team.

1.2 Unscheduled and user requested changes must be made according to the change management procedures for the department.

1.3 A customer notification must be completed for each scheduled or unscheduled change.

1.4 Emergency changes may be made when an immediate response to imminent critical system failure is needed to prevent widespread service disruption.

2. Violations

Violations of this policy may result in disciplinary action, which may include termination for employees and temporary workers; a termination of employment relations in the case of contractors or consultants; dismissal for interns and volunteers; or suspension or expulsion in the case of a student. Additionally, individuals are subject to loss of HSC information resources access privileges, civil, and criminal prosecution.

OFFICE OF RESPONSIBILITY:

Vice President for Finance and Administration