

NWRDC Change Management Procedures

1.0 Change Management

The NWRDC change management system is used to record and track changes to administrative, facility, and computer systems and applications. A change is defined as an addition, modification, or removal of anything that could have an effect on an IT service.

Each employee is responsible for entering their changes into the change management system. Change Management Meetings are held twice per week on Tuesdays and Thursdays (excluding NWRDC closure).

During Change Management Meetings, all changes that are in the Authorize stage and of Moderate risk or higher are discussed and reviewed. Schedules for the various changes are also discussed to ensure there are no conflicts. NWRDC Management review the proposed changes and provide approval through the NWRDC change management system once they have been discussed during the weekly meetings. The implementer of the approved change will receive notification from the NWRDC change management system that their change request has been scheduled and they may implement their change during the approved window.

Emergency change requests will be reviewed on a case-by-case basis. A verbal approval must be obtained before moving forward with an Emergency change. Emergency change requests will be formally approved after being discussed in the next Change Management Meeting.

The timing of implementation will depend on the complexity of change, the system being changed, and the potential customer impact.

The NWRDC also has a Policy Board that may review major infrastructure (high cost) changes (projects), but does not review/approve the day-to-day operational changes.

2.0 Change Management Meetings

The NWRDC Change Manager will conduct weekly Change Management Meetings to discuss the following change activities:

- New Changes
- Change Scheduling
- In Progress Changes
- Emergency Changes

All changes require a change request be submitted for approval through the NWRDC change management system. All approvals are outlined below.

A change request must be submitted for all changes both internal and external to NWRDC. External changes refer to any change with potential impact to NWRDC customers.

NWRDC staff may be required to submit change requests through our customers' change request process. This can be used in lieu of NWRDC change management if the change only affects that specific customer.

The NWRDC change management system requires that certain fields are included to submit the request. These fields include, but are not limited to, change requestor, category, risk, impact, short description, justification, implementation plan, risk and impact analysis, backout plan, and planned start/end dates.

Any change made due to emergency must be followed by a completed change request.

3.0 Change Request Types

Standard

A specific set of change requests which are pre-authorized by the Change Advisory Board (CAB), low-risk, relatively common, and follows a specified procedure or work instruction. Since these changes are pre-approved there is no additional approval process once a Standard change is submitted

Emergency

A change which must be implemented as soon as possible to resolve an incident or security risk.

All Emergency change requests must receive verbal approval prior to implementation. For a low-risk Emergency change, verbal approval must be obtained from any Director-level manager. For a moderate- or high- risk Emergency change, verbal approval must be obtained from an Associate Director or the Executive Director.

Emergency change request records go through the Authorize approval phase. The Authorize approval phase for a low-risk Emergency change request record requires approval from one member of the CAB (comprised of Director-level management). The Authorize approval phase for a moderate- or high-risk Emergency change request record requires approval from one member of the Emergency Change Advisory Board (eCAB - comprised of the Associate Directors and Executive Director).

Any single rejection in the Authorize phase rejects the change request.

Normal

A change which does not fit the criteria for a Standard or Emergency change. This is the most common type of change.

All Normal change requests go through the Assess approval phase. The Assess approval phase requires the Technical Approvals group to approve the change request. The members of the Technical Approvals group is determined by the Assignment Group on the change request record.

Any single rejection in the Assess phase rejects the change request.

Please refer to the matrix below to identify the Technical Approvals requirements for each Assignment Group.

Assignment Group	Technical Approvals Requirement
Backup and Recovery Team	One member from each of the following teams must approve the change request: <ul style="list-style-type: none"> • Backup and Recovery Team • Cloud Infrastructure Team • Network Team • Server Team • Storage Team
Cloud Infrastructure Team	
Desktop Support	
Monitoring	
Network Team	
Security	
Server Team	
Server Applications Team	
Server Build Maintain Team	
ServiceNow Administration	
Storage Team	
All other assignment groups	One member from the assignment group must approve the change request.

All Normal change requests also go through the Authorize approval phase. The Authorize approval phase for a low-risk Normal change request record requires approval from the Director-level manager for the Assignment Group. The Authorize approval phase for a moderate- or high-risk Normal change request record requires one member of the Change Management group, followed by 51% of the CAB. The Change Management group is made up of the NWRDC Change Coordinator and a delegate. The CAB is made up of Director-level management.

Any single rejection in the Authorize phase rejects the change request.

No moderate-risk or high-risk Normal change can be implemented before 12:00pm (noon) on the day of approval.

4.0 NWRDC Policy Changes

All NWRDC Policy changes must go through the Change Management process. However, Policy changes do not follow the approval process outlined above. Policy changes must be approved unanimously by the Executive Director and Associate Directors. When submitting a change request for NWRDC Policy changes, utilize the Policy/Documentation category on the change request form.

5.0 Change Risk Level

Risk is determined by the Change Initiator who should consider the likelihood something could go wrong during the implementation of the change and the impact should something actually go wrong. Business Impact should be determined by the following:

- High – The Change could affect multiple customers or services.
- Medium – The Change could affect a single customer or service.
- Low – The Change could affect a single user or small subset of a single customer.

As mentioned, risk is calculated by the severity of business impact and likelihood of the risk scenario occurring. For example, a change request with a low impact and low likelihood of occurrence would be considered a low-risk change. Alternatively, a change request with a high impact and high likelihood of occurrence would be considered a high-risk change.

Please refer to the chart below to identify the change risk level.

		Likelihood of Risk Scenario		
		Low	Medium	High
Severity of Business Impact	High	Moderate	High	High
	Medium	Low	Moderate	High
	Low	Low	Low	Moderate

6.0 Change Notifications

All changes that have the potential to impact customer or NWRDC services must provide notification at least two (2) weeks prior to the change activity with a reminder notification one (1) week prior to the change activity. Notifications must be sent to all NWRDC staff and all potentially impacted customers.

Changes affecting individual customers may be scheduled and announced within a shorter timeframe with written approval from the affected customer.