

The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Information Technology / Information Systems	ITIS		202
Subject Title Change Control	Adopted 2/28/23	Last Revised 1/2023	Reviewed 3/25/24

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness.

1. Intent

The purpose of this policy is to ensure that all changes to IT Resources minimize any potential negative impact on services and Users.

2. Purpose

2.1. Change Control is a systematic approach to managing all changes to IT resources. The purpose is to ensure that no unnecessary changes are made, that all changes are documented, that services are not unnecessarily disrupted, and that resources are used efficiently.

2.2. IT Resources include computing, networking, communications, application, and telecommunications systems, infrastructure, hardware, software, data, databases, personnel, procedures, physical facilities, cloud-based vendors, Software as a Service (SaaS) vendors, and related materials and services.

2.3. This IT policy shall apply to all members of the organization including authorized guests and independent contractors (the "User(s)" or "you") who use, access, or otherwise employ, locally or remotely, the organization's IT Resources, whether individually controlled, shared, stand-alone, or networked.

3. Change Control Requirements

3.1. All IT Resources changes must be documented per the Change Control Procedure.

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3.2. All changes to IT resources must follow the Change Control Procedure to ensure appropriate approval, planning, and execution.

3.3. Change requests may not be required for non-production (e.g., DEV, Test, QA) environments unless there is a significant upgrade or an impact.

3.4. Production change requests must note that the change has been successfully applied, tested, and verified in a non-production environment when a suitable environment(s) exists.

3.5. Changes to production environments undergo impact examination before submitting the change request per the Change Control Procedure. This information will be used to determine the impact of the change by considering:

3.5.1. The impact the proposed change will have on business services if it is expected to cause a widespread outage, a loss of connectivity, or functionality to a specific group or groups.

3.5.2. The risk involved in not making the change;

3.5.3. The risk if the change does not go as planned; and

3.5.4. Predictability of the success of the change.

3.5.5. Changes must be vetted for security implications.

3.5.6. Significant User experience changes must be communicated to the affected audience.

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Nancy Patera, Board Chairperson	Date		