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IT-P-006  
Change Management

# IT CHANGE MANAGEMENT POLICY

## IT-P-005

Date: December 24, 2013

## Stamford International University IT Change Management Policy

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### Policy Statement

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Stamford International University's (STIU's) Process for Change Management is designed to provide an orderly and documented method in which changes to the University's computing environment are requested and approved prior to their implementation so as to minimize service disruptions and promote system availability.

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### Scope

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The process for change management provides a process to apply changes, upgrades, or modifications to STIU's information technology environment. The process applies to any activities that might affect the environment that the University Computing Community relies upon to conduct normal business operations. Such activities include, but are not limited to, the following:

- Any and all modifications, additions, or changes to hardware, software, networking, and applications;
- Environmental changes and shutdowns;
- Events that may alter the normal operating procedures;

Changes to the computing environment arise from many circumstances, such as:

- Periodic maintenance;
- User requests;
- Hardware and/or software upgrades;
- Acquisition of new hardware and/or software;
- Changes or modifications to the infrastructure;
- Environmental changes;
- Operations schedule changes;
- Changes in hours of availability;
- Unforeseen events;

The above list is not all inclusive. If you are unsure whether a change needs to be submitted through the process for change management, you are encouraged to contact STIU's IT Department.

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## Entities Affected By This Policy

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All entities under Stamford International University

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## Policy Information

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Responsible Office: Department of Information Technology, Stamford International University  
Issued Date: December 24, 2013

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Revision History

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Revision Number	Document Number	Description	Effective Date
00	IT-P-006	New Release	December 24, 2013
00	IT-P-006	First Revision	

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## Recommendation and Approvals

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Prepared by:



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Date: December 24, 2013

Approved by:



Name: Sourjya Sankar Sen  
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Date: December 24, 2013



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Position: CEO, Stamford International University  
Date: December 24, 2013



Name: Dr. Boonmark Sirinaovakul  
Position: President, Stamford International University  
Date: December 24, 2013

## The Change Management Process

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Change requests must be submitted to the IT Department with all required information regarding the change needed via an e-mail to [support@stamford.edu](mailto:support@stamford.edu).

A ticket will be created in the Helpdesk system by IT Department employees and "Change" Detail filed will be assigned to such a request.

Change requests should be submitted to IT Department with as much advanced notice as possible such that the request may be given careful consideration, all necessary parties may be contacted, and all requisite preparation and coordination might be completed.

Once a change request has been submitted and a situation arises that the request must be updated, corrected, or withdrawn, an email is to be sent to IT Department, replying the ticket issued initially as soon as possible.

All affected users will be notified of the scheduled change, possible interruptions of service and any other details via the same initial ticket in the Helpdesk system.

A "Change" ticket in the Helpdesk system will be assigned an appropriate status at every stage. Upon execution of a change, ticket's status will be changed to "Closed" and all parties will be notified of the same.

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## Types of Changes to Which This Process Applies

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The following presents a sampling of types of changes that must be considered via the Process for Change Management described herein.

The list below is not comprehensive. Therefore, if you are unsure if a change needs to be submitted through the Process for Change Management, you are encouraged to contact STIU Information Technology (IT Department).

- **Hardware:** hardware changes, reconfigurations, deployments, retirements, relocations, maintenance (preventative or emergency).
- **Software:** software patches; minor/major product releases; operating system changes; installations; System-wide reconfigurations; deployments (local or remote)

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- **Operations:** Changes to downtime schedules; changes to backup policies; modifications of automated tasks; modifications of systems monitoring software; planned system outages; changes to delivering services; changes to service levels; ADS group policy modifications.
- **Security:** modification of points of access, modification of firewall rule sets; modification of automated scanning services (e.g. antivirus services); modification of privileges; modification of services; grants of privileges.
- **Environment:** UPS systems; electrical work; physical maintenance; security systems; backup storage.
- **Internally developed applications and information systems:** Implementation of new applications, systems, or modifications to such. Migration from test to production of source code.
- **Network systems:** Additions or modifications to DNS, VPN, switches, network access, network interfaces.