



IT Change Management Policy

Policy number: 800 -IT-5
Policy owner: ITS

Date of initial publication: December 19, 2022

Date of last tracked, to

support continuity of IT services, and reduce negative impact on services and Users.

SECTION II. SCOPE AND APPLICABILITY

This policy applies to all SITI systems (including, but not limited to, systems that are critical to the University's operations, including, but not limited to, systems that are critical to the University's operations, including, but not limited to, systems that are critical to the University's operations).

SECTION III. DEFINITIONS

When used in this policy, the following definitions apply:

- a. Category III – Orange Data: Data that is sensitive, confidential, or otherwise important to the University and its operations, including, but not limited to, data that is subject to FERPA (Family Educational Rights and Privacy Act) and other federal and state laws, regulations, and policies.
- b. Category IV – Red Data: Data that is highly sensitive, confidential, or otherwise important to the University and its operations, including, but not limited to, data that is subject to FERPA and other federal and state laws, regulations, and policies.
- c. Change Advisory Board: A group of individuals who are responsible for reviewing and approving changes to IT systems.
- d. Change Control: A process that is used to manage changes to IT systems.
- e. Emergency Change: A change that is made to an IT system in order to quickly address a critical issue.

- . Planned Change a -a a a a , a , a
a .
- . Routine Level Change a a a a a a , a
a a a , a .
- . SaaS (Software as a Service) a b a a a
a a b a 3 a . E a , M O 365, Ca a a
Q a .
- . Tier 0 and Tier 1 Systems a a a 6.5 ()-1.2 ()- ()-126 ()

