



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER™
School of Medicine

Policy #: IT Policy 1.4.5

Policy Statement:

Policy Describes how changes (change requests) to in-house developed applications are requested, tracked, documented and implemented at the Texas Tech Health Sciences Center. Policy help ensure the applications are protected against improper modifications that could have a negative impact on users.

Scope:

Applies to the department of IT Information Systems

Procedure:

Initiate Change Request (CR)

1. Departments Identify and Initiate CR
 - a. Types of Changes
 - 1) Application Changes - Changes to any application code that is running on or is linked to any hardware or software in the IT environment.
 - 2) Network Changes - Changes to IP address, Domain Names.
 - 3) Hardware Changes - All equipment installations, retirements.
 - 4) Software Changes - Changes to operating systems, vendor-third-party products
 - 5) Documentation Changes - All procedural changes to the standard operating processes and procedures that are under full configuration will be implemented through the change process
2. Complete and Submit CR
 - a. Submit Change Request Form (electronic/paper based)
 - b. OR Submit Emergency Change Request
3. Information Services Director and assigned programmer/analyst Review CR
 - a. Project Manager/Owner is responsible for reviewing and approving/rejecting change request.
4. Impact Assessment
 - a. Determine the impact on: schedule, functionality, training, constraints, staffing, risks, or process.
5. Track CRs
 - a. Commit Change Schedule
 - b. Assign Change Implementer
 - c. Monitor Change Calendar
 - d. Deploy Change (Release Configuration process)
 - e. Close Change

Release Change Request (CR)

1. Assign the CR
CRs are handled by IT IS DB Admins as they become available and depending on the level or importance/priority.
2. Track the CR
Each CR is tracked through the CR Log file.
3. Prepare for the Change
 - a. Review CR Details
 - b. Check Out Components
4. Validate the Change
 - a. Unit Test the CR Solution
 - 1) DB Admin (if needed, the Programmer Analyst) Review
 - a) Code Review
 - b) Unit Test Case Review
 - b. DB Admin and IS Director Approval
5. Plan for the Release
6. Produce Preliminary Release Notes
7. Conduct upgrade Review
 - a. Documentation Review
 - b. Package Review
8. Migrate the Release
9. Notify Stakeholders
10. Escalation
 - a. Failure to Migrate a Release
- b. Failure to upgrade a CR

Approval Authority

This policy shall be approved by the Director of the Department of Information Systems.

Responsibility and Revisions:

Information System Director will review and initiate necessary revisions on this policy every year.