ITS Change Management Process

Timeline Requirements for Request for Change (RFC)

NOTE: The deadline to submit all RFC’s to be considered for approval is Wednesday by close of business (4:30 pm). Attendance at the Change Management meeting which occurs every Thursday morning is MANDATORY for any technician who has submitted a Request for Change (RFC) for the upcoming change cycle.

Purpose of Change Management

Information Technology Services (ITS) practices formal Change Management - a process of communicating, coordinating, scheduling, and monitoring changes to production technology and services. The main goal of Change Management is to ensure the appropriate communication of change events, but it also provides a process that protects the campus from changes that are potentially disruptive, in conflict or of unacceptable risk.

Drake Technology Services requires ALL changes to production environments to be documented, approved, scheduled and communicated in order to:

- Coordinate and control all changes to IT services to minimize adverse impacts of those changes to business operations and the users of IT services.
- Minimize complexity of having disparate change management processes within ITS while maintaining the requirements specific to different types of change, e.g. software change vs. hardware change.
- Ensure compatibility of changes across the ITS organization.
- Provide a single source of change communication for University constituents.
- Track what was changed, when, why and by whom in order to improve services to customers.

References Needed for Planning Changes

- For a complete list of formal change management definitions and procedures, please refer to ITS Business Practice on Change Management.
- For an up to date look at ITS change freeze dates and planned maintenance, visit the ITS Maintenance Schedule & Change Calendar.
  - Only Emergency RFCs can be submitted during the maintenance freeze periods.
- A request for change (RFC) will be created with a scheduled date and time for every change to the production environment by the responsible ITS staff member. The deadline to submit all RFCs to be considered for approval is Wednesday by close of business (4:30 p.m.).
- All RFCs and their scheduled date and time will be approved by the CAB on a weekly basis with the exception of Emergency RFCs which will be approved by the responsible director. All RFCs should be scheduled to be completed outside of normal University hours which is 8:00 a.m to 4:30 p.m. Monday through Friday.

Scheduling Changes

The academic schedule is Monday through Thursday until 9:15 p.m. and Fridays and Saturdays until 10 p.m., as a result, 10 p.m. is the start time for normal and high changes.

Planned times are:

- **High** risk changes on Fridays/Saturdays after 10 p.m. or Sunday mornings.
- **Normal** risk changes - Any weekday after 10:00 p.m.
- **Low** risk changes - Generally any time before 8 a.m. or after 4:30 p.m. on weekdays with adequate discretion (this may be negotiable and can be discussed in the weekly meeting).

Complete a Request for Change (RFC)

Request for Change service request form.

https://drake.teamdynamix.com/TDClient/2025/Portal/KB/ArticleDet?ID=56567