Information & Technology Services  
Change Management Notification Procedure

Procedure
In accordance with the Information & Technology Services Change Management Policy [1], the ITS Change Management Committee has adopted the following procedures for providing notice of upcoming changes. The Change Management Committee will strive to provide timely notification of disruptions to the smallest audience necessary for adequate planning.

Non Emergency Changes
• The Change Management Committee will discuss changes and the impact of those changes during its regular meetings. At that time the Change Management Committee will determine the appropriate communication for the change.
• Whenever possible, a message should be presented to any users that may try to access the service during the disruption. The Change Management Committee will determine who best to draft the message and put it in place.
• The Chairperson of the Change Management committee will post notice of upcoming changes on the HEAT board when the change has a firm date and a severity greater than minor.
• Any upcoming changes that have a firm date and a severity greater than significant should be posted on the ITS RSS feed.
• In the case of major disruptions, or disruptions that may cause users to have to change their processes, email notification should be sent two weeks ahead of the disruption and again two days before the disruption.
• The Change Management Committee may elect to send an email message to affected departments or people.
  o The committee will determine who best to draft the message.
  o The drafter may send the message to the affected departments or people after drafting.
  o The ITS Help Desk must be copied on the communication.
• In rare circumstances, the Change Management Committee may elect to send a campus-wide email providing notice of an outage.
  o The committee will determine who best to draft the message.
  o The drafter will submit the draft to the ITS Executive Council for vetting.
  o Once approved, the director most closely associated with the change will send the message out to the entire campus mailing list.

Emergency Changes
• System administrators should notify a staff person at the ITS Help Desk verbally about significant and major changes and outages as soon as possible. Notification must also be done using the ITS Outage Notification function of the SharePoint Change Management site.
• The Director in charge of the service being changed may elect to send an email to the affected customers. When possible these messages should be reviewed by the ITS
Executive Council. The Director may choose to send the message without peer review if the information is time-sensitive.

- The Change Management Committee will review the change afterwards and decide if additional action needs to be taken.

**Approval**
The Information & Technology Services Change Management Committee has approved this procedure in accordance with the Information & Technology Services Change Management Policy.

Kevin Thompson
Chairperson, Change Management Committee
Information & Technology Services

**See Also**
[1] Information & Technology Services Change Management Policy
   <URL to be added later>