

Information Technology Change Management Policy

Responsible Manager: Manager, Information Technology Services

Head of Power: *Local Government Act 2009*
Local Government Regulation 2012

Authorised by: Council

Authorised on: 30 August 2023

Implemented from: 1 September 2023

Last reviewed: August 2023

Review history: 2023

To be reviewed on: August 2025

Corporate Plan: People and Sustainability

1. Purpose

The purpose of this Information Technology Change Management Policy is to establish a structured and controlled process for managing changes to information technology (IT) systems, applications, and infrastructure.

This policy applies to all IT changes that will impact multiple users. Smaller changes are at the discretion of the Manager, Information Technology Services.

2. Scope

This policy applies to all IT change requests submitted by employees, contractors, or third-party vendors within the organisation and changes deemed necessary and worthwhile by IT Services. It covers, but is not limited to, changes to hardware, software, applications, databases, networks, CCTV, mobile devices, security, and other IT components.

3. Application

Change Request Process

All IT change requests must be requested through a formal change request process. This process should include the following steps:

- **Request Initiation:** The requester must submit a formal change request, providing a detailed description of the proposed change, the reason for the change, and the expected benefits. The request itself can be made by way of an email sent to the IT Services Helpdesk but must have a minimum of manager-level approval.
- **Change Review:** The change request should be reviewed by the requester's manager, the department Executive Director and the Manager, Information Technology Services to determine its feasibility, impact, and potential risks.
- **Change Approval:** Once the review is complete, the change management team will approve or deny the change request based on its potential impact on IT systems, processes, financial considerations, and operations.
- **Change Implementation:** Approved changes will be implemented according to an established schedule, testing and verification will be conducted before moving to implementation.
- **Change Monitoring:** All changes should be monitored and evaluated to ensure they have been implemented successfully and are achieving their intended benefits.

Change Management Roles and Responsibilities

All employees, contractors, and third-party vendors involved in IT change requests should understand their roles and responsibilities in the change management process. The key roles include:

- **Change Requester:** The individual who initiates the change request.
- **Change Manager:** The designated individual or team responsible for reviewing, approving, and managing changes.
- **Change Implementer:** The individual or team responsible for implementing approved changes.
- **Change Monitor:** The individual or team responsible for monitoring changes and ensuring that they are functioning as expected.

Change Communication and Documentation

All changes should be communicated to relevant stakeholders and documented in a centralised change management system. The documentation should include details such as the reason for the change, the impact on IT systems and processes, the implementation schedule, a financial analysis and the results of testing and verification.

Change Control and Risk Management

All IT changes must be controlled and managed to minimize the risk of negative impact on IT systems, processes, and operations. Risk assessment should be performed before making any change, and appropriate controls should be put in place to mitigate any potential risks.

Change Management Review

The change management process should be reviewed periodically to ensure that it remains effective and efficient. The review should include an assessment of the policy's effectiveness, recommendations for improvements, and feedback from stakeholders.

Compliance

All employees, contractors, and third-party vendors are required to comply with this IT Change Management Policy. Any violation of the policy may result in disciplinary action.

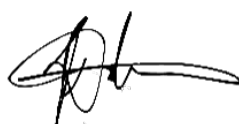
4. Legislation/Policies

This policy is established with reference to obligations specified in the *Local Government Act 2009* and the *Local Government Regulation 2012*.

Manager Responsible for Review:

Manager, Information Technology Services

Adopted: 30 August 2023
Due for revision: August 2025


Chief Executive Officer