Technical Infrastructure Change Control Procedure

Ref IT-0032-003

Status: Approved
Document type: Procedure

Contents

1 Purpose

In order to ensure the integrity of the Trust's information technology infrastructure it is important that any changes follow a consistent change control process. It is also important to keep and maintain accurate records of all changes made to the Trust's information technology infrastructure so that a clear audit trail exists.

This procedure covers the change control process for :

- Standard changes
- Normal changes
- Emergency changes

2 Related documents

This procedure describes what you need to do to implement the Information Systems Change Control section of the Maintenance of IT Systems Policy.

> (!) The Maintenance of IT Systems Policy defines roles and responsibilities for change control which you must read and understand before carrying out the procedures described in this document.

This procedure must be read in conjunction with the following documents:-

- Introduction or Upgrade of Information Systems Procedure

- ISTAAG Terms of Reference

- Assure SSP

- Assure Procedure

Information Security
Technical Architecture

3 Change Control Procedure Step by Step for standard and normal/normal virtual changes

Step	Who	Task	Details
1	Requestor	Raise a request though Assure	ASSURE_SOP_ICM02 - Raising a change re
2	Change Requestor	Impact assesses change as either standard or normal	ASSURE_SOP_ICM03 - Impact assessing CF
3	Change Requestor	If Change is assessed as standard then Change requestor allocates the change to the appropriate Product Manager for approval	
4	Product Manager	Approves change request for implementation	
5	Product Team	Implements change as per existing SOPs	
6	Product Team	Change request is then confirmed as implemented and completed	ASSURE_SOP_ICM07 - Implementing chang
7	Change Requestor	If change request is assessed as normal/normal virtual then it is automatically submitted to ISTAAG for review	
8	ISTAAG attendees	Review normal change requests at ISTAAG/virtually	ASSURE_SOP_ICM04 - Reviewing change r ASSURE_SOP_ICM05 - Virtually approving
9	ISTAAG attendees	Access change control log report.	
10	ISTAAG attendees	Approve/reject change	
11	ISTAAG attendees	If change is approved then ISTAAG assign a Change Owner	
12	BAT Team	Update Change log during meeting/virtually with decisions	
13	Change Owner	Confirms change has been implemented and completed.	ASSURE_SOP_ICM07 - Implementing chang

4 Emergency Change Control Procedure
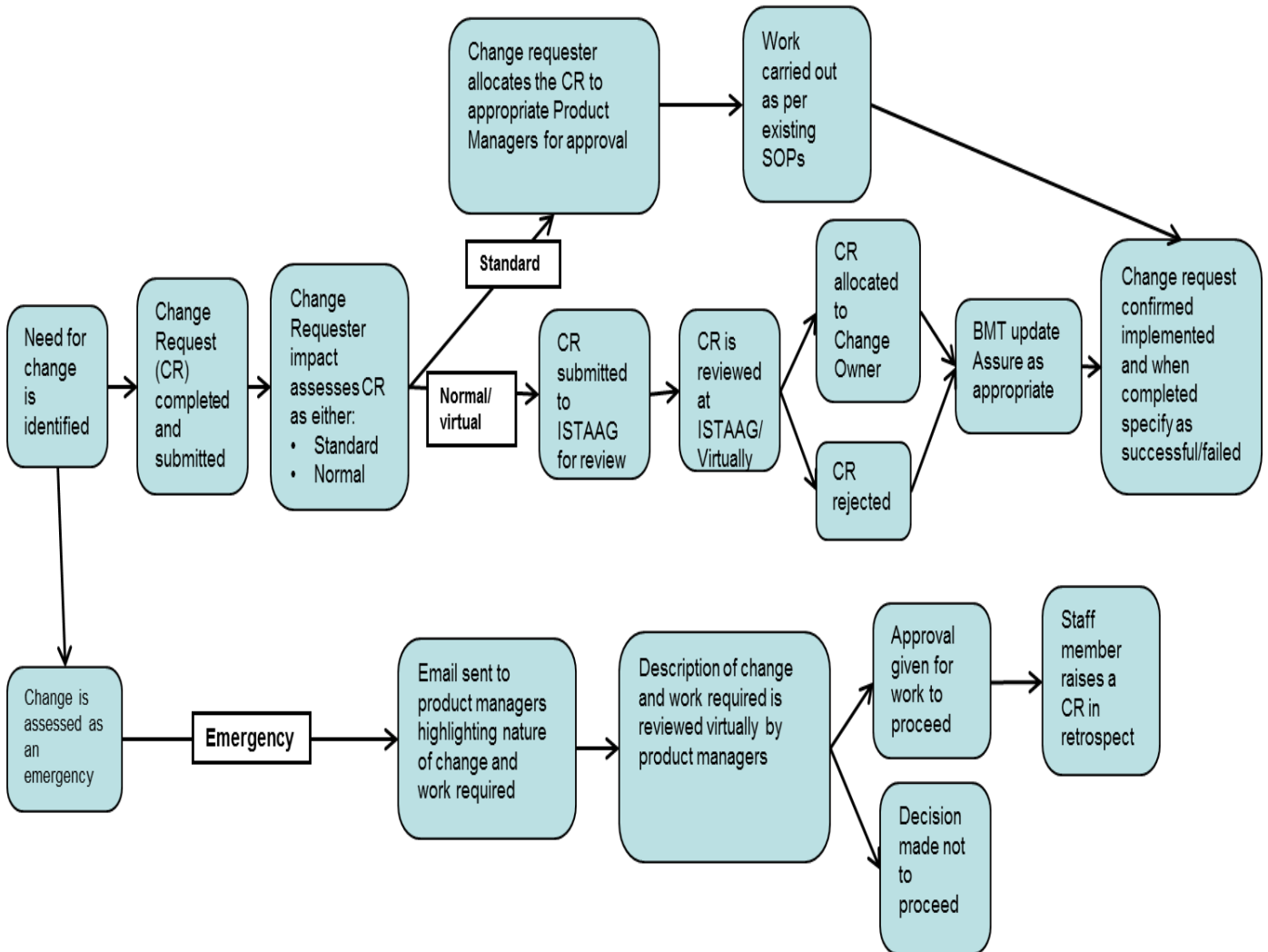
For emergency changes the requester should:

Step	Who	Task	Details
1	Requestor	Email Product Managers with details of request and reasons why this is an emergency change	ASSURE_SOP_ICM06 - Emergency changes
2	Product Managers	Review work required virtually and approve/reject change	
3	Requestor	If change is approved then ensures change is implemented	
4	Requestor	Raises a CR through Assure retrospectively	ASSURE_SOP_ICM02 - Raising a change re
5	Requestor	Ensures rationale for emergency change is noted on change log and Confirms change has been implemented and completed.	ASSURE_SOP_ICM07 - Implementing chang

5 Definitions

Abbreviation	Definition	Details
BAT Team	Business Administration Team	Information department administrative resource that supports change log process
ISTAAG	Information Security and Technical Architecture Assurance Group	Group that reviews, manages change control process and acts as Change Advisory Board for Trust technical infrastructure changes
CAB	Change Advisory Board	ISTAAG
System Owners / Administrators		Staff with specific responsibility for administering/managing information systems
Assure		System that manages change requests and change log
SOP	Standard Operating Procedure	Used to provide step by step instructions within procedures

6 Appendix 1 – ISTAAG High Level Process Flow

ISTAAG high level process flow

7 Document control

Date of approval:	22 April 2016	
Next review date:	22 April 2019	
This document replaces:	N/A	
Lead:	Name	Title
	Linda Blenkinsopp	Head of Information - Operations
Members of working party:	Name	Title
	ISTAAG members	
This document has been agreed and accepted by: (Director)	Name	Title
	Colin Martin	Director of Finance and Information
This document was approved by:	Name of committee/group	Date
	ISGG	22 April 2016
An equality analysis was completed on this document on:	14 March 2016 IT-0032-003 v1 Technical Infrastructu	

Change record

Version	Date	Amendment details	Status
1	22 Apr 2016	New document	Published