GUIDELINES

Introduction

The Information Technology infrastructure at the Randolph County School District is expanding and continuously becoming more complex. There are more people dependent upon the network, more client machines, upgraded and expanded administrative systems, and more application programs. As the interdependency between Information Resources infrastructure grows, the need for a strong change management process is essential.

From time to time, each Information Resource element requires an outage for planned upgrades, maintenance, or adjustments. Additionally, unplanned outages may occur that may result in upgrades, maintenance, or adjustments.

Managing these changes is a critical part of providing a robust and valuable Information Resources infrastructure.

Purpose

The purpose of the Change Management Procedure is to outline how managing changes in a rational and predictable manner so that staff and students can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of Information Resources.

Detailed Procedure Statement

Every change to a Randolph County School District Information Technology resource such as: operating systems, computing hardware, networks, and applications are subject to the Change Management Procedure and must follow the Change Management Procedures. A Change Request would be required if it meets the following criteria:

Any update or change to a server/network/end user device which could impact the availability of mission critical data. This includes cases where mission critical data may not be obviously impacted such as any OS/firmware upgrade (for example from one version to the next) or the replacement of server/network equipment. Examples would be updating Windows Server 2008 to 2019 or newer, updating or replacing end-of-life server/network device with new equipment. This excludes all Windows Updates that have been downloaded to the Windows Update Repository for delivery to servers but does not exclude patches/updates from vendors of third-party software. Mission critical data is defined as data that is essential to the survival of a business or organization.

The Randolph County School District has established a scheduled maintenance window that occurs between 7pm and 5am on Monday thru Friday and all day on the weekends. Any change/modification affecting user connectivity and access to information services resources must be scheduled within this time frame unless otherwise scheduled with the Director of Technology. This includes but is not limited to application installations and upgrades, operating system upgrades and configuration changes. It does not include files written by the computer users, other data files, email messages and similar files

providing they do not include any executable instructions or otherwise modify systems or operating software.

All changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) need to be reported to or coordinated with the leader of the change management process.

A formal online change request must be submitted for all changes, both scheduled and unscheduled.

Scheduled change requests should be submitted in accordance with change management procedures with 2 weeks of prior notice so that the Director of Technology has time to review the request, determine and review potential failures, and make the decision to allow or delay the request.

Each scheduled change request must receive formal Director of Technology approval before proceeding with the change.

The Directory of Technology may deny a scheduled or unscheduled change for reasons including, but not limited to, inadequate planning, inadequate back out plans, the timing of the change will negatively impact a key business process such as student or financial accounting, or if adequate resources cannot be readily available. Adequate resources may be a problem on weekends, holidays, or during special events.

Customer notification must be completed for each scheduled or unscheduled change following the steps contained in the Change Management Procedures.

A Change Review must be completed for each change, whether scheduled or unscheduled, and whether successful or not.

All Randolph County School District information systems must comply with an Information Technology change management process that meets the standards outlined above. Violations of this Procedure must be reported to the Directory of Technology.

Applicability

This Procedure applies to all Information Technology Services Department staff. Since adequate notification to the district staff is essential to minimize lost or wasted time, it is critical to the functionality of the district that any person who fails to adhere to this Procedure may be subject to disciplinary action.

PROCEDURES

Overview

The purpose of this procedure is to establish a standard for planning, initiating, testing, and completing both hardware and software system changes.

Areas of responsibility

District Director of Technology

Procedure details

1. The Directory of Technology will discuss with immediate supervisors, as well as business owners and personal affected by the change, the need and nature of a systems change.
2. The Director of Technology will communicate with the affected users, notifying them of the schedule.
3. Once, the Director of Technology completes the change, notification of completion, whether successful or postponed due to failure will be communicated with the affected user, Principal and Superintendent.

Definitions

Not Applicable.