



IT System Change Control Policy

Policy #:	IT003.1
Policy Type:	University
Responsible Executive:	VP for Information Services
Responsible Office:	Information Technology
Originally Issued:	January 1, 2015
Latest Revision:	June 27, 2022
Effective Date:	June 27, 2022

I. Policy Statement

It is the policy of ULM to track IT system changes affecting major University administrative systems via a web ticket system or via reports that can be obtained from contracted service providers.

II. Purpose of Policy

IT Systems require periodic changes to stay up to date with application enhancements, functional adjustments, system versions, and security corrections. The purpose of this policy is to ensure that IT system changes are properly tested, reviewed, approved, implemented, and documented in a timely manner. This control acts to prevent inappropriate changes from being made that could affect system stability and, therefore, business operations.

III. Applicability

This policy applies to all University employees.

IV. Definitions

IT Systems refers to any of the major operating systems or applications used by the University such as Banner, Email, SAN Storage, Moodle, Acalog, Touchnet, OneCard, Server Operating Systems, etc.

System Changes refers to those periodic changes that are needed to stay up to date with application enhancements, functional adjustments, system versions, and security corrections. System changes can include: (a) common OS or application patch updates provided by the 3rd party company (e.g. Microsoft, Touchnet, Ellucian, Juniper, etc.), (b) internal configuration changes affecting the customization of applications unique to ULM such as the Active Directory, and (c) processing a DB script that changes the value of data requested by a functional office through a prescribed function from the vendor such as an adjustment within Banner that can't be handled by a traditional INB functional form.

V. Policy Procedure

The ULM Office of Information Technology (OIT) is responsible for IT-supported systems used by Employees, Students, and Guests. As such, OIT has established a web-based Helpdesk Ticket Tracking system for a single point of information collection regarding system upgrades and change control.

Procedure

1. Anyone wishing to make a system change must submit a ticket at <https://webservices.ulm.edu/computersos/>. In some cases, these requests require a supervisor's approval before the changes can occur.

2. Once a ticket is received, IT staff will act on the request in a timely manner. The following points should be documented in the ticket, if feasible.
 - Brief description of the needed change.
 - Who requested the change, and what functional group will the change affect?
 - Was the change tested and reviewed?
 - Was the upgrade/change successful? What adjustments were needed for final consistency and stability of the product?
 - For hosted systems such as Moodle, Banner, Touchnet, etc., the associated tickets and/or vendor announcements should also be included in the ULM IT ticket.

In cases where the change (a) caused the system to function improperly or (b) did not help to fix the situation, the system will be restored to its previous version with a backup/restore process.

Cloud and other 3rd party vendors provide similar ticket management platforms that are required for the documentation and approval of respective changes to their service provisions. Appropriate IT Staff will engage the use of those 3rd party platforms. For example, Banner-related system level changes are tracked in the Ellucian ticket platform; however, requests for Banner data report changes are tracked in the ULM ticket platform. Both require requests, scheduling, and approvals from appropriate parties before implemented changes occur.

VI. Enforcement

The Director of Information Technology is responsible for enforcement of the policy.

VII. Policy Management

- A. Responsive Executive: Vice President for Information Services and Student Success
- B. Responsible Officer for Policy Management: Director of Information Technology

VIII. Exclusions

N/A

IX. Effective Date

The effective date of this policy is the date it is adopted and signed by the President.

X. Adoption

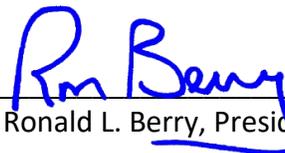
This policy is hereby adopted on this 27th day of June 2022.

Recommended for Approval by:

Approved by:



Dr. Michael Camille, VP for Information Services



Dr. Ronald L. Berry, President

XI. Appendices, References and Related Materials

This policy addresses one of the recommended measures listed in 16 C.F.R. 314.4(c) to safeguard customer information, per the Gramm-Leach-Bliley Act. <https://www.federalregister.gov/d/2021-25736/p-734>

XII. Revision History

Original adoption date: January 1, 2015

Revised March 27, 2016.

Revised June 27, 2022. Revisions include placing the policy in the current policy format and revising all policy sections.