Operational Policy

Policy title:	Information Technology Change Management Policy
Policy number:	DHS|OHA-070-015
Original date: 02/11/2015	**Last update:** Rev. 09/11/17
Approved:	Kris Kautz, OHA COO and Dr. Reginald Richardson, DHS Deputy Director

Purpose

The Department of Human Services (DHS) and Oregon Health Authority (OHA) are committed to increasing the quality of services provided by the Office of Information Services (OIS) by ensuring the use of a formal, standardized management and tracking process for all changes made to information technology (IT) processes, systems, or infrastructure. Standardizing governance of the technology environment will increase integration, assist in risk mitigation, improve the maturity level of the operations and improve the quality of services OIS provides to both agencies.

Description

This policy describes the management of changes to DHS|OHA information technology systems. Changes to IT systems include any alteration to software, hardware, or data processing environment and attached networks.

Applicability

This policy applies to all DHS|OHA staff including employees, volunteers, trainees and interns as well as contractors, partners and business associates.

As keepers of the public trust, all agency employees have a responsibility to comply with state and agency policies, administrative rule, and state and federal law. The agency takes this responsibility seriously and failure to fulfill this responsibility is not treated lightly. Employees who fail to comply with state or agency policy, administrative rule, or state and federal law may face progressive discipline, up to and including dismissal from state service.

Policy

1. DHS|OHA shall manage IT changes in an effective and efficient manner, implementing policies and processes relevant to state and agency strategies and with industry standards in Information Technology Service Management (ITSM).
2. All requests for IT system changes shall follow their respective change management processes and procedures which are composed of three distinct phases of IT change processes:
   a. Governance - performed by a DHS|OHA business program and Information System Management Committee (ISMC).

b. Design and Development - performed by OIS.

c. Transition and Operations – performed by OIS.

3. IT system changes shall be approved by the appropriate body as outlined in the [Organizational IT Change Diagram](#) before any work begins.

4. DHS|OHA shall follow all federal and state statutes and rules and all Oregon Department of Administrative Services statewide policies.

References
[ORS 184.473-183.475](#)
[ORS 291.037](#)
Information Technology Infrastructure Library (2011), Office of Government Commerce (UK), Crown Copyright
[OIS Change Management SharePoint Site](#)
[OIS System Development Lifecycle](#)
[Organizational IT Change Diagram](#)
[Statewide Information Security Standards March 2017](#)

Forms referenced

Contact
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Policy history
Version 1 DHS|OHA-070-015-01 established 2/5/2015
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Keywords

IT change requests, service request, IT Governance, BCR, Change Advisory Board, CAB, change, change management, enterprise system management, exceptions

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