

Operational Policy

Policy title:	Information Technology Change Management Policy		
Policy number:	ODHS OHA 070-015		
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Approved:	Kris Kautz, OHA Deputy Director Don Erickson, ODHS CAO		

Purpose

The Oregon Department of Human Services (ODHS) 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 ODHS|OHA IT systems. Changes to IT systems include any alteration to software, hardware, or data processing environment and attached networks.

Applicability

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

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. ODHS|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 an ODHS|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.

References

Oregon Revised Statutes (ORS) 276A.230-276A.233

[ORS 276A.200](#)

Information Technology Infrastructure Library (ITIL) v. 3 and 4, Cabinet Office

[OIS Change Management SharePoint Site](#)

[OIS System Development Life Cycle Policy](#)

[Organizational IT Change Diagram](#)

Contact

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Policy history

Version 1 DHS|OHA 070-015 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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