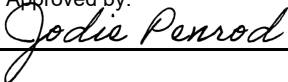


# ADMINISTRATIVE PROCEDURE

## ITP-4

### TECHNOLOGY CHANGE MANAGEMENT

Number: ITP-4	Name: TECHNOLOGY CHANGE MANAGEMENT
Purpose: The Technology Change Management procedure aims to ensure that all changes to technology systems and services are implemented smoothly and with minimal disruption to the university operations. The procedure outlines a clear process for planning, approving, communicating, and implementing changes as well as training, when required.	
Responsible Unit: Information Technology	
Approved by: 	Approval Date: 6/19/2025

#### 1. General

Marshall University Information Technology (MUIT) is committed to providing reliable and efficient IT services to the university community. This change management policy aims to ensure that all changes to technology systems and services are implemented smoothly and with minimal disruption to university operations. The procedure outlines a clear process for planning, approving, communicating, and implementing changes as well as training, when required.

#### 2. Technology Change Management Procedure

##### 2.1 Definition of a Technology Change

The following characterize the types of changes and extent to which they impact business processes, as well as the approval needed to make the change in the technology production environment.

- **Minimal Impact Changes:** These changes are minimal risk changes that have been well planned and well documented. Examples of minimal impact changes include routine software updates, regular maintenance tasks, and configuration changes. Minimal impact changes do not result in an outage or require changes to the applicable business processes. Minimal impact changes are common, repeatable, and do not require approval through the change management process.
- **Planned Changes:** Planned changes should go through the full change management process. These types of changes included upgrading a major technology system, implementing new software, or significant infrastructure

changes. These changes are not routine and require thoughtful planning and implementation.

- **Emergency Changes:** These changes are those that need to be implemented quickly to resolve critical issues or prevent significant impact. Emergency changes may result from a significant outage, an information security issue, or responding to a critical incident. These changes may bypass the full change management process but require the approval of the Chief Information Officer (CIO) before implementation.

## 2.2 Technology Change Control Submission Procedure

A change request must be submitted for any change to the university's production environment. Change requests are submitted through a service request found in MUIT's case management system. A change request must include the following information:

- **TYPE:** Planned or Emergency
- **WHAT:** Description of the change
- **WHY:** Description of why the change is needed
- **HOW:** Description of how the change will be implemented
- **WHERE:** Listing of all production systems involved, including the university network
- **WHEN:** Timing of the change and any associated outages
- **RISKS:** Are there any risks involved with implementing this change?
- **TESTING:** How was this change evaluated and validated in the non-production environment?
- **CONTINGENCY PLANS:** What is the plan if the change is not successful (i.e., alternative plans, rollback planning, etc.)?
- **COMMUNICATION:** What is the communication plan for the change?
- **TRAINING:** Will there need to be training documentation for the change?
- **STAKEHOLDER REVIEW:** Has the change been discussed with the stakeholder (i.e., functional units such as the Registrar, Financial Aid, etc.). The case must include documentation (i.e., email, memo, etc.) that the relevant stakeholder(s) has approved the change.
- **SHARED GOVERNANCE:** Will this change require shared governance review as described in [ITP-1: Technology Governance and Procurement Review](#).

## 2.3 Technology Change Approval Process

Minimal impact changes do not need prior approval. However, planned and emergency changes must be submitted through the change approval process. Emergency changes will route directly to the Chief Information Officer, or designee, to approve emergency changes. All planned changes require the following discussion and approvals:

- Once a change has been submitted, it will be reviewed during the weekly MUIT leadership meeting to ensure team understanding and impact. The change status will be “in review.”
- After the MUIT leadership discussion, the change owner will update the case based on any additional information from the leadership meeting and will change the status to “ready for approval.”
- The change will be submitted to the CIO, or designee, for final approval.
- Once approved, the change owner will schedule the change in the MU Information Technology Change Management channel.

#### 2.4 Technology Change Communication

All planned and emergency changes must follow the communication plan, as outlined in ITP-2 Technology Communication Management.

#### 2.5 Technology Change Training

If the technology change requires user education and training, the change owner is responsible for ensuring appropriate training documentation and readiness prior to the change implementation. All training documentation must be included in the MUIT Knowledge Base integrated into MyMU.

#### 2.6 Technology Change Implementation and Evaluation

Once a technology change has been implemented, the change owner should update the case to “Closed – Implemented Successfully.” If the change did not implement successfully, the case should be updated to “Cancelled – Needs Further Review.” The case owner should document the outcome of the attempted change thoroughly in the respective case documentation, as well as feedback from the impacted stakeholder that the change was implemented properly and any lessons learned (if applicable).