

Change Management Policy

Vishwakarma University

Internal

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Title: Change management Policy	Doc No.:
Approval Date: 18-07-2020	Review: Annual
Effective Date: 19-07-2020	Department: System and Technology

Ver. No	Release Date	Owner	Approved By	Change details
1.0	19-07-2020	CISO	Vice Chancellor	Initial

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1. Scope

Changes in the business processes, supplier's services, information processing facilities and systems that affect information security are covered in the scope.

2. Out of Scope

Tasks that require an operational process but are outside the initial scope of the Change Management process include:

- Changes to non-production elements or resources
- Changes within the daily administrative process such as password resets, and minor operations troubleshooting issues etc.

3. Objectives

The main objective of this policy is to manage and control changes in the business processes, information processing facilities and systems.

4. Policy

a. Change Management

- Significant changes shall be identified & recorded as defined in the scope of the policy.
- Changes shall be planned and tested.
- Assessment of the potential impacts, including information security impacts, of such changes shall be done in impact analysis.
- Formal approval procedure for proposed changes shall be followed.
- Changes shall be verified against information security requirements.

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- Change details shall be communicated to all relevant parties.
- Fall-back procedures, including procedures and responsibilities for aborting and recovering from unsuccessful changes and unforeseen events shall be in place.
- Provision of an emergency change process to enable quick and controlled implementation of changes needed to resolve an incident shall be defined. After implementation relevant records of change shall be maintained.
- Formal management responsibilities and procedures shall be in place to ensure satisfactory control of all changes.
- When changes are made, an audit log containing all relevant information shall be retained.
- Change records shall be maintained.
- In case of any emergency change in the organization, the change formalities shall be completed later on after the change implementation

5. Enforcement

Any staff found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

6. Reference Documents

- Incident management policy & procedure
- Business continuity plan
- Capacity management policy

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- HR IT Policy
- Supplier Relationship Management Policy

7. Distribution List

The following users have access to this policy:

- All users of Vishwakarma University

8. Acronyms

- VU: Here it refers to Vishwakarma University
- Users: Here it refers to Teaching Staff/ Non-Teaching Staff/ Office Staff/ Peons
- Change request: An activity initiated to address changes in IT/ Security infrastructure setup

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