

IS Change Control Process

PURPOSE:

Change Control Process for Making Changes to Applications and infrastructure components. This document also includes templates for documenting the test plan, implementation plan, and back out plan.

POLICY:

All changes to applications or infrastructure must go follow the change control process.

Includes:

- Productions Systems (Excludes Meditech)
- Changes to Interfaces
- Changes to Screens or processes.
- Changes to logic

Excludes:

- Meditech (The Meditech ticketing system will be utilized)
- Test Systems
- User Modifications
- Typically changes impacting 1 person

PROCEDURE:

Categories of change

There are two categories of change, simple and normal. Each has some process differences. They are as follows;

Simple Change

These changes are defined as changes that are low risk of severely impacting the production environment. Many of these items are considered maintenance/routine activities. Examples are:

- Adding disk space to a VM
- Activating a port on the network
- Changing batteries in a UPS

Simple changes require a change ticket but do not require approval or the various plans.

Normal Change

These are the most common change to the environment where a substantial configuration changes to the environment or application. These changes have the potential to severely impact the work processes if not done correctly.

Process for Normal Changes

Changes to production systems must be authorized and tested prior to being moved to production.

1. A ticket of type Change will be created in Spiceworks
2. The requestor should describe the change, requested time of change, and impacted organizations.
3. The requestor should attach the change request form if available
4. The requestor must attach or describe the testing completed.
5. The requestor must attach or describe the implementation plan.
6. The requestor must attach or describe the back out plan.
7. Upon completion of the aforementioned 4 items the ticket should be assigned to a Manager or Director for approval. The requestor should verbally notify the approver that a change is being requested.
8. Approval or denial will be done within the ticket and the ticket will be reassigned to the requestor. In some case for Changes (Emergency Changes) verbal approval will be given and documentation will be done later.
9. The change can then proceed.

Testing Plan

Type of Testing Completed

- Testing has been completed for the change
- Interface Testing was completed
- Full test plan (Attached)
- Regression testing (Attached)
- Individual test cases
- A test system was not available and testing was not formally completed. Changes were discussed with other team members.
- Changes were trialed in production in an isolated manner and reviewed.

Describe the testing

Who Tested the Change?

- Core Team Members
- Technical Team
- Business, Clinical end users
- Vendor

Implementation Plan

Describe the steps involved with implementing this change.

Example

1. Notify Users
2. Stop all jobs
3. Take System offline
4. Backup the system
5. Migrate code from test to production
6. Bring system online
7. Start all jobs
8. Perform validation plan
9. Notify Users

Back Out Plan

Describe the back out plan

At what point or time will a back out decision need to be made to keep within the maintenance window.

The care of patients is dependent on individual circumstances and no policy or procedure can detail or describe each circumstance. Thus, the guideline is not a statement of the standard of care and should not be interpreted as such. It is meant to be a guideline only and should never be a substitute for the exercise of judgment.