

# 29.01.99.K1050 Change Management Procedure



Effective: April 1st, 2004  
Revised: April 25th, 2013  
Revised: March 28<sup>th</sup>, 2019  
Next Scheduled Review: March 2024

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## Introduction

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The information resources infrastructure at Texas A&M University-

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## Purpose

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The purpose of this procedure is to manage changes in a rational and predictable manner so that staff and clients can plan accordingly. Changes require adequate planning, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of information resources.

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## Audience

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This procedure applies to individuals that install, operate or maintain TAMUK Information Resources.

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## Change Management Procedure

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1. Changes to TAMUK Information Resources such as: operating systems, computing hardware, networks, and applications are subject to this procedure.
2. Changes affecting user connectivity and access to information resource services must be scheduled within the maintenance window unless otherwise scheduled with the Chief Information Officer (CIO).

3. Changes affecting computing environmental facilities (e.g., air-conditioning, water, heat, plumbing, electricity, and alarms) require coordination between Physical Plant and iTech.
4. Normal maintenance window is every Friday 3 A.M to 7 A.M.
5. Notification of significant changes must be posted for scheduled changes two weeks in advance.
6. A change review must be completed for each change, whether scheduled or unscheduled.
7. ServiceNow will be used for the Change Management Log which must be maintained for all changes. The log must contain, but is not limited to:
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