



LIVERPOOL  
HOPE  
UNIVERSITY  
1844

# Liverpool Hope University

## IT Implementation of Change Policy

Date	Revision/Amendment Details & Reason	Author
April 2016	Initial Document	M Beecroft
July 2016	Approved at University Council	

# 1. Introduction

## 1.1 Background

Computer and information systems underpin all the University's activities and are pivotal to its research, teaching and administrative functions. The provision of IT services are complex and consist of many different components. As a result of this complexity, it is essential that changes to the infrastructure are carefully managed in order that:-

- services are resilient and reliable
- services are available 24 x 7
- services do not deny access to other users
- the infrastructure is secure from malicious attack from third parties
- University IT resources are used as efficiently and effectively as possible
- all components are legally licensed and deployed
- all components and associated data are adequately backed up and can be recovered in the event of major failure
- all components can be adequately maintained and supported
- all appropriate documentation is up to date

## 1.2 Purpose

The purpose of this policy is to ensure that any components added, deleted or modified in the production domain comply with the above criteria regardless of who initiates it.

The policy will also apply to test systems if they are either linked to the live environments or they require access external to the University infrastructure.

Changes require planning, monitoring and follow-up evaluation to mitigate adverse impacts to the user communities and to increase the positive impact of the IT services.

The purpose of this policy is not to frustrate change or to question the rationale of proposed changes. It is to ensure that changes have their intended impact while avoiding unintended consequences.

## 1.3 Who is affected by the policy

Generally, the policy will apply to IT Services staff but will also apply to anyone else who wishes to make changes to the live environment.

## 1.4 Governance of the Policy

This policy will be reviewed on an annual basis to identify any required revisions.

## 2. Policy / Principles

Prior to the implementation of any proposed changes, the Implementation Checklist (template attached) must be completed. The Checklist will be provided as an On-Line form which can be printed at the end of the process for audit purposes.

This will normally be completed by the relevant staff from within IT Services but may require inputs / documents from other parties.

Once complete, the proposal will be passed to the Director of IT Services for approval that all the required criteria have been met in an acceptable manner.

## 3. Exemptions

An emergency change may be required which repairs a current breakage in the live environment or will prevent an imminent failure of a live service.

In such a case, the change can be authorised by the Director of IT Services without the prior completion of the Implementation Checklist. The Director of IT Services will subsequently review the change to ensure that the criteria above have been met.

Certain changes occur on a regular basis e.g. updating previously installed software. Once that type of change has been agreed, further instances of implementing the same change can be regarded as “pre-approved”. A list of such “pre-approved” changes will be maintained by IT Services.

## 4. Unauthorised Changes

Changes which do not comply with this policy will be regarded as unauthorised.

IT Services resources will not be made available for or committed to an unauthorised change.

IT Services reserves the right to reverse any unauthorised changes that cause, are suspected as causing or have the potential to cause disruption to other users / services or represent a risk to the University.

Project		
Area Impacted	Yes/No	If Yes, action
Does the proposal impact the server infrastructure?		Complete section 3.1
Does the proposal impact the desktop infrastructure?		Complete section 3.2
Does the proposal impact the network infrastructure?		Complete section 3.3
Does the proposal impact the application infrastructure?		Complete section 3.4
Does the proposal impact the backup/disaster recovery infrastructure?		Complete section 3.5
Does the proposal impact the security infrastructure?		Complete section 3.6
Does the proposal impact the licencing infrastructure?		Complete section 3.7
Does the proposal require ongoing support and/or maintenance by IT Services?		Complete section 3.8
Does the proposal include any ongoing third-party support and/or maintenance agreements?		Complete section 3.9
Has the appropriate documentation been provided/produced?		Complete section 3.10

3.1 Impact on Server Infrastructure			
		Current provision (if any)	Proposed provision
	Server(s) physical/virtual		
	Storage (GB)		
	CPU		
	Network		
	Other (please specify)		

3.2 Impact on Desktop Infrastructure			
		Current provision (if any)	Proposed provision
	Impacted areas		
	# of impacted computers		
	Operating system(s)		
	Storage (GB)		
	CPU		
	Network		
	Other (please specify)		

3.3 Network Infrastructure			
		Current provision (if any)	Proposed provision
	Switches		
	Bandwidth		
	VLAN(s)		
	PoE		
	Wireless Points		
	Other (please specify)		

3.4 Application Infrastructure			
		Current provision (if any)	Proposed provision
	Server OS		
	Desktop client OS		
	Database Platform		
	Web platform		
	Code platform		
	Plugins		
	Other (please specify)		

3.5 Backup / Disaster Recovery Infrastructure			
		Current provision (if any)	Proposed provision
	Backup tool(s)		
	Recovery point		
	Backup location(s)		
	Storage (GB)		
	Other (please specify)		

3.6 Security Infrastructure			
		Current provision (if any)	Proposed provision
	Firewall		
	Network Policies (NPS)		
	Access Control		
	Other (please specify)		

3.7 Licensing Infrastructure			
		Current provision (if any)	Proposed provision
	Licensing model		
	Location of Licenses		
	Number of licences		
	Intellectual property		
	Other (please specify)		

3.8 On-going Support and Maintenance from IT Services		Yes/No
	Has a formal handover been agreed with IT Services?	
	Has all appropriate documentation been provided?	
	Has appropriate training been provided by the proposer prior to handover?	

3.9 On-going Third Party Support and / or maintenance agreements	
	Third-party name
	Support hours
	Third-part contact information:

3.10 Documentation				
		Yes	No	Location
	Infrastructure diagram			
	Proof of license purchase			
	Current State Model			
	Backup Document			
	Third Party Documents			
	Other (please specify)			

<b>Produced by</b>		<b>Date</b>	
<b>Signed Off</b>		<b>Date</b>	