Policy	Change Management Policy
Impact	Data, Technology, and IT Resources
Responsible Office	IT Services
Created	June 4, 2025
Reviewed	June 23, 2025
Approved by	VP of Finance and Administration
Version	25.1

CHANGE MANAGEMENT POLICY

PURPOSE

Shepherd University's Change Management Policy is intended to establish standards for managing upgrades, additions, or changes to IT infrastructure or systems with the goal of minimizing associated risk.

POLICY

BANNER SYSTEM CHANGE MANAGEMENT

Updates to the Banner system are coordinated with internal IT Teams and Data Custodians. When a need for an update is identified, the following steps are taken and documented.

1. The update is announced to the Data Custodians and an installation to one of the test databases is scheduled.
2. Internal IT teams are notified, if necessary.
3. The installation takes place, and the Data Custodians begin testing the upgrade/release.
4. When Data Custodians and IT Services agree that testing is complete and successful, a date is scheduled for the production upgrade.
5. Internal IT teams are notified. Estimated production downtimes are announced to internal IT and Data Custodians.
6. The upgrade takes place as scheduled.

SCOPE OF AFFECTED PARTIES

This policy applies to all users, such as students, faculty, staff, or affiliates of Shepherd University accessing Shepherd University IT resources.

ROLES & RESPONSIBILITIES

<u>CIO/CISO – Information Privacy Officer</u>

- Oversee and administer this policy.
- Provide authorization and direction to IT Services staff in accordance with this policy.

<u>IT Services Staff</u>

- With appropriate authorization, take directed action in accordance with this policy to preserve, secure, and protect the interests of Shepherd University.

RELATED

Patch Management Policy