

WEST RAND DISTRICT MUNICIPALITY



ICT CHANGE MANAGEMENT PROCEDURE

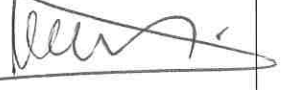
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Ms Hono MUNICIPAL MANAGER	10/12/2024	

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1. PREAMBLE

The density of current business environments, and the diverse technology used in ICT infrastructure environments demands a greater control to minimize risk and impending impact on the business.

Procedures should be instituted to ensure all changes are documented, followed up and escalated to management when necessary. It is imperative that these procedures are adhered to at all times.

2. TERMS AND DEFINITIONS

The definitions are described in the table below

TERM	DEFINITION
Accountability	Means ensuring that the actions of an entity or individual may be traced uniquely to that entity or individual, who may then be held responsible for that action
Authentication	Means establishing the validity of a claimed entity/verification of the identity of an individual or application
Availability	Means being accessible and useable upon demand by an authorised entity
CAB	Means Departmental Change Advisory Board
Confidentiality	Means the principle that information is not made available or disclosed to unauthorised individuals, entities or processes
Information and communication systems	Means applications and systems to support the business, utilising information technology as an enabler or tool
Information technology	Means any equipment or interconnected system or subsystem of equipment that is used in the automatic acquisition, storage, manipulation, management, ICT Change Management Policy 4 movement, control, display, switching, interchange, transmission or reception of vocal, pictorial, textual and numerical data or information
Monitoring	Means performance measurement to ensure the confidentiality, availability and integrity of operational systems and information
VPN	Means Virtual Private Network
SLA	Means Service Level Agreement

3. PURPOSE

The purpose of this policy is to provide the West Rand District Municipality with a procedure for the change control function that shall be established to manage record and track all changes for West Rand District Municipality ICT environment.

4. OBJECTIVE OF THIS PROCEDURE

The objective of this policy is to warrant that standardized processes are followed and adhered to accordingly. This is to ensure that no changes take place as a quick change, with “after the fact” documentation, without any prior authorisation.

5. SCOPE OF THE PROCEDURE

This procedure is applicable to all employees of the West Rand District Municipality, including contractor(s) and service provider(s) as well as all other stakeholders who make use of the West Rand District ICT infrastructure.

6. PROCESS OVERVIEW

The Change Management Process seeks to manage and control the changes through processes and procedures and then warranting that the appropriate authority levels exist for each change.

The following process steps shall be used within West Rand District Municipality:

6.1 CHANGE INITIATION

A change is initiated when the requirements for a change has been identified. This request for change can be initiated for the following reasons:

- (a) Change to infrastructure components.
- (b) Resolving problems.
- (c) Project related activities.
- (d) Ad-hoc activities that influence service delivery.

6.2 CHANGE PLANNING AND BUILDING

Under the responsibility of change planning and building, changes may be scheduled and planning may be provided if necessary for the optimum control of the change.

Change Management has a coordination role, supported by line management, to ensure that activities are both resources and also completed according to schedule.

6.3 CHANGE LOGGING AND FILTERING

6.3.1 Under the responsibility of the ICT Help Desk, changes are logged on the Help Desk system or via email to support@wrdm.gov.za.

6.3.2 A Request for Change Form (Annexure A) needs to be completed for the following changes to the ICT environment

CLASS	ITEM	DEFINITION
Important	Install	New requirement introduced
Minor	Move	Move of any component within the ICT Infrastructure environment
Important	Addition	Additional requirements (including releases and or upgrades) within the ICT Infrastructure environment
Minor	Configuration	A change to the function or the assembly to the ICT Infrastructure environment
Important	Decommission	Removal of any component from the ICT Infrastructure environment
Minor	Operational state	Change from the current operation state of a component within the ICT Infrastructure environment

6.3.3 There are two change types that needs to be adhered to base on the above classes and items:

CHANGE TYPE	DEFINITION
CAB Changes	For changes that need to be channelled via the CAB after which approval or rejection will be provided, ICT Manager to approve or reject in the absence of CAB.
Pre-approved changes	For changes that can take place without being channelled via the CAB or ICT Manager. e.g. password resets / creation of new user accounts
CAB CHANGES	PRE-APPROVED CHANGES
May cause down-time on production systems	May not cause down-time on any system
May affect one or more SLAs	May not affect any SLA
May affect configuration information	
May not affect any processes	
Changed with high risk involved	

6.4 EMERGENCY CHANGES

6.4.1 The emergency change management process shall provide a change control mechanism in the event of an emergency. The goal is not to bypass the Change Management Processes but rather to speed up the process and execute it quickly and efficiently when the normal process cannot be followed due to an emergency.

6.4.2 The following criteria shall be accepted as Emergency Changes

- (a) Production loss
- (b) Financial loss
- (c) Prevention of death
- (d) Legislation change

6.5 CHANGE APPROVAL

6.5.1 Prior to the approval of changes, a change request form must be completed and received by the Manager ICT, The risks of the Change will determine the required approval:

CATEGORY	VALUES		
	1	2	3
1. Change Classification	Major	Significant	Minor
2. Priority	High	Medium	Low
3. Impact	Multiple districts	Single district	No impact
4. Implementation	Exceed 4 hours	Complex	Simple

6.5.2 The risk factor indicates the nature of the approval:

Minor Approval	The Manager ICT has delegated authority to approve and schedule changes to the Coordinator Network Services: ICT and shall report back to the Manager ICT.
Significant Approval	The change submitted shall be discussed at the with the Manager ICT and relevant documentation must be sent.
Major Approval	ICT Department shall raise the Request for Change with the ED: Corporate services, Approved changes must be passed back to the Manager ICT for scheduling and implementation
Emergency Approval	Request for Change forms and relevant documentation are sent to the Manager ICT for approval.

6.6 CHANGE IMPLEMENTATION

6.6.1 ICT Department shall be accountable for implementation of all changes as scheduled.

6.6.2 Feedback regarding the success or failure of the change shall be provided to the Manager ICT and/or ED: Corporate services within 5 days after the planned completion time.

6.7 CHANGE REVIEW AND REPORTING / POST IMPLEMENTATION REVIEW

6.7.1 ICT Department management shall perform an evaluation of the changes implemented. The purpose of this review shall be:

- 6.7.1.1 Establish if the change had the desire effect and met the objectives
- 6.7.1.2 Tasks and follow-up actions assigned to correct any problems or inadequacies arising in the change management process itself as a result of unsuccessful changes
- 6.7.1.3 Were resources used to implement the change as planned, and any problems or discrepancies feed back to the Manager ICT helping to improve the future estimating process.
- 6.7.1.4 Review satisfactory and abandoned changed, and formally closes them in the ICT help desk system.

7. ROLES AND RESPONSIBILITIES

Different owners of processes and responsibilities can be identified.

7.1 ICT MANAGER: CHANGE MANAGEMENT

The ICT Manager for change management shall be responsible for:

- 7.1.1 Defining of the Change Management process, procedure, division of work and the roles and responsibilities within the process
- 7.1.2 Contributing to the evaluation or establishment of the change management system, ensuring conformance to documentation standards
- 7.1.3 Maintaining the change management system in accordance with agreed procedures
- 7.1.4 Reviews on procedures and other processes checking for compliance against the quality system, and external standards where appropriate
- 7.1.5 Communicating all updates and/or changes of the Change Management Process
- 7.1.6 Promoting awareness of the importance of a structured change management process, working with other business units

7.3 ICT DEPARTMENT

- 7.3.1 Implement Change requests as per above mentioned Change Management Process
- 7.3.2 Provide regular feedback on progress regarding the change request and schedule.

7.4 SERVICE PROVIDER

- 7.4.1 Shall comply with all change management and control statement of this procedure
- 7.4.2 Shall comply with all security policies, standards and procedures, and report all deviations

8. CHANGE LEAD TIMES

- 8.1 Change lead time is the amount of time required to evaluate and adequately plan for change implementation. Lead time is measured from the time the change is submitted until the change is actually implemented. Lead time shall vary by the type of change.
- 8.2 All changes to be submitted shall be done within the following lead time matrix:

SERVICE	LEAD TIME
APPLICATION SYSTEMS	
New Application Releases	1 month
Incident Fixes	12 – 24 hours
Emergencies	12 hours
OPERATIONS	
Installation of hardware	1 – 2 months
Changes to Schedules	48 hours
Consumable	2 weeks
Hardware maintenance	1 month

Changes to operation of servers	1 week
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SERVICE	LEAD TIME
NETWORK	
Installation of new data lines	4 months
In- and outdoor transfer of data lines	1 month
Installation of new equipment on existing network	2 weeks
Incident fixes	3 weeks
TECHNICAL SUPPORT	
New application release	3 weeks
Environmental changes	2 months
Incident fixes	24 – 48 hours
Software evaluation	2 weeks

9. CONSEQUENCES OF NON-COMPLIANCE

Non-compliance of this procedure may lead to disciplinary actions, legal liability as well a dismissal.

10. IMPLEMENTATION

This policy comes into effect from the date of approval.

11. POLICY REVIEW

This policy shall be reviewed biennial.

WRDM CHANGE REQUEST FORM

1.) SUBMITTER - GENERAL INFORMATION				
CR#				
Type of CR	☐ Enhancement	☐ Defect		
Application name				
Submitter Name				
Brief Description of Request				
Proposed date of change				
Priority	☐ Low	☐ Medium	☐ High	☐ Mandatory
Reason for Change				
Roll back plan				
Test plan description				
Attachments or References	☐ Yes	☐ No		
	Link:			
Submitter's Signature			Date Signed	
ICT Manager				
Decision	☐ Approved	☐ Approved with Conditions	☐ Rejected	☐ More Info
Decision Date				
Decision Explanation				
Conditions				
Approval Signature				
Post Implementation review				
Was the change successful?	☐ Yes	☐ No	☐ Rejected	☐ More Info
Date tested				
Functionality tested				
User signature				
Technician signature			Date	