CASTLEREAGH MACQUARIE COUNTY COUNCIL

ICT Systems Change Control Procedure – Policy

Contents

Introduction

Council requires an ICT change control procedure to ensure effective management, security, and stability of its information and communication technology systems, safeguarding data, minimizing disruptions and promoting compliance with regulations.

Scope

For organisations to remain efficient and effective they need to continually adapt and evolve systems to meet business objectives. This IC T change management procedure ensures that new technology and changes to existing systems are smoothly implemented without disrupting daily operations.

This procedure provides a brief outline of the current ICT operating model. An ICT Operating model is a framework that dictates how an IT department effectively manages and delivers ICT Services. It provides a structure and strategic approach to managing technology within an organisation. The goal of this procedure is to enhance operational efficiency and align technology initiative with business objectives through appropriate management of changes to business systems.

This policy/procedure sets out a framework that applies to all Council employees and the Council ICT systems that must be approved by the General Manager before any changes are made.

Model Overview

Technology Owner - SideEffekt

- Primarily responsible for the management and oversight of technology-related assets, systems, and resources.
- Focus on the technical aspects of systems or projects, such as infrastructure, applications, data management, security, and IT operations.

Business Owner – General Manager

- Responsible for business operations and outcomes realised through the user of ICT Technology and systems.
- Responsible for ensuring a system meets its business needs and is embedded into processes.

Business Owner Responsibilities

New Systems

- Provide high level business requirements
- Ensure appropriate budget and resourcing is in place for initiative
- Work with delivery team (internal or consultant) on the design
- Accountable for ensuring User Acceptance Testing is completed
- Before launch, they ensure the solution meets the expected business outcomes
- Responsible for change management, including communications plan
- Responsibly for updating / adjusting processes

Existing Systems

- Responsible for the strategic direction of a system, specifically whether its meeting business needs, and owning and prioritising remediation and enhancement plans, including seeking budget for them
- Champion that system for the organisation, including for any new use cases and integrations with other systems
- Ensure user documentation is kept up to date and is aligned to business process
- Ensure appropriate and ongoing training for staff on the system
- Set the guidelines on who can access the system for what purpose
- Point of escalation for system administrators and users
- The Business Owner does not need to be an expert of SME of the system. It is likely there will be people in their teams, or elsewhere in the organisation, who have a deeper operational understanding of the system. The business owner is responsible for the 'big picture' of the system.

Technology Owner Responsibilities

New Systems

- Understand and validate the project need
- Ensure solution is aligned to strategy and ICT Digital roadmap
- Architect solution – meaning, look at how system fits within eco-system and interacts with other systems. Review infrastructure requirements including protocols and integration
- Responsible for testing underlying platform meets system requirements.
- Responsible for provisioning users and ensuring solution adheres to ICT controls
- Ultimate approval or veto of vendor (on behalf of GM, typically based on critical security issues with platform)

Existing Systems

- Responsible for user access management; provisioned in-line with policy and procedures and guidelines established by the Business Owner
- Oversees administration of system, including cyber security, upgrades and configuration changes in line with industry best practices
- Infrastructure uptime and redundancy (including liaising with vendor or reseller where support agreements are in place
- Version currency and upgrade path, including implementing and testing upgrades (for applications this would include process for testing of vendor-initiated upgrades)
- Remediation of system errors and outages
- Facilitate and implement configuration changes to systems
- Own relationship with vendor, including service level agreements and escalation process.
- The Technology Owner may change based on maturity of product, and the role will differ for on-premises versus cloud hosted products in terms of infrastructure accountability.

ICT Systems Change Management

1. Implementation of any system either on premises or cloud based is by approval from the General Manager only.

      1.1.   No system or web application is to be implemented within Council without first discussing with sideEffekt and the General Manager.

2. All substantial changes to systems must go through a change management process
      2.1.   Requests for change must be emailed to the General Manager
      2.2.   The request will be evaluated by the General Manager and sideEffekt
      2.3.   This process designed to enable efficient changes to systems while not being onerous to staff requesting changes.

Change Management Process
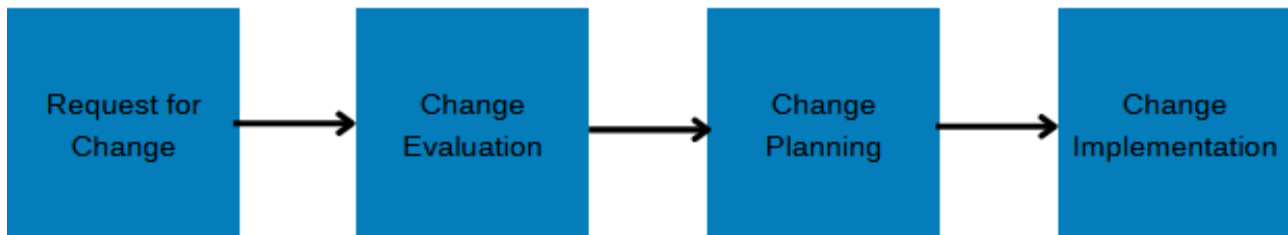
Change Request

      1.1.   Via email to General Manager. Typically, by the IT user.

      1.2.   The change request must contain at a minimum the name of the system, a basic description of the change, a change plan and a list of impacted stakeholders

Change Evaluation

      1.3.   Conducted by the General Manager & SideEffekt. Depending on the breadth of impact staff will be consulted.

      1.4.   Changes that are low in terms impact upon current systems may be deemed to fall outside this process

      1.5.   At this stage a decision may be made that the change falls outside the scope of this change management process and the change request would need to be. This could be due to a number of reasons:

- Large impact across most or all of Council
- Emergency situations that require urgent changes
- The cost, time and effort to implement the change is considered too high for a simple change request.
- The scope of the change falls into another project or is impacted by another project.

Change Planning

      1.6.   Once the change request is approved by the General Manager, SideEffekt will work together to carry out the change plan. At this stage Owners will confirm:

- A rollback or exit process in case of a failed change process. Including estimated timing to trigger and complete the rollback.
- Outage windows if required
- Impacted users
- Communication requirements for the change

Change Implementation

      1.7.   Implementation is dependent on individual change requests. However, the following will be completed for all changes:

- Notification of outages starting
- Following of the change plan for the implementation
- Testing of the implementation once completed
- Notification of the end of the outage window

Version	Adopted Date	Minute No.	Details of Review
1			