

Change Management Policy

1. Preamble

All changes to ICT-supported systems are required to follow the established ICT Change Management Process. ICT Management requires that changes to ICT-supported information technology should follow a formal change management process that ensures or provides for a managed and orderly method by which such changes are requested, approved, communicated prior to implementation (if possible) and logged and tested.

This policy has been developed considering the following prescripts and or acts:

- Promotion of Access to Information Act (Act no 43 of 1996);
- Electronic Communications and Transactions Act (Act no 25 of 2002);
- The Constitution of the Republic of South Africa (Act 108 of 1996)
- The protection of Information Act (Act 84 of 1982)
- The National Archives of South Africa Act (Act 43 of 1996)
- Minimum Information Security Standards (MISS), Second Edition March 1998
- The Municipal Finance Management Act (act 1 of 2002)
- Organizational policies and Procedures (Mohokare Municipality)

2. Purpose

The purpose of this policy is to guide the Mohokare Local Municipality with a procedure to manage a change control process that will help:

1. To communicate a change to management
2. To record and track all changes in the Mohokare Local Municipality ICT environment
3. And to minimize risk and impact to the ICT systems in Mohokare Local Municipality

A change, with good intent, is anything that transforms, alters, or modifies the operating environment that have potential to affect the business order of ICT-supported information technology infrastructure. A change, as defined by this policy, can be planned or unplanned.

3. Policy Statement

All changes to ICT-supported systems are required to follow the established ICT Change Management Process. ICT Management requires that changes to ICT-supported information technology should follow a formal change management process that ensures or provides for a managed and orderly method by which such changes are requested, approved, communicated prior to implementation (if possible) and logged and tested.

4. Objective Of This Policy

The objective of this policy is to:

1. Ensure that standardized processes are followed to implement changes
2. And also to ensure that no changes take place without notice to management and obtaining authorization from management.

5. Policy Scope

1. This policy covers changes to all ICT-supported systems (hardware, software, applications, and network environment).

Examples of these systems include, but are not limited to: Networking Serving Servers (AD, DNS and DHCP, Anti-Virus Server), IP Telephone System, Email, Servers and the network and any other ICT related systems

2. Changes not covered by this policy are changes that affect only an individual.

Examples of changes not covered under the scope of this policy include, but are not limited to, changes to an employee's desktop or laptop computer, allocation of IP addresses, updates to an office phone or may be individualistic in nature.

6. Roles And Responsibilities

Everyone at Mohokare Local Municipality has a potential role and corresponding responsibility with regards to Change Management process

1. **End-User** – may have responsibility to participating in testing, pre-deployment testing and post deployment testing
2. **End User Management** – has responsibility to verifying that change requests are valid
3. **ICT Staff Technical Role** – has responsibility for following the prescribed change management processes and procedures.
4. **ICT Management** – has over-all responsibility for overseeing the change management policy and process.

7. Change Types

This change types may be defined as follows:

Planned Major Change

Examples of planned major change are:

1. Change that results in business interruption during regular business hours
2. Change that results in business or operational practice change
3. Changes in any system that affect disaster recovery or business continuity
4. Introduction or discontinuance of a new information technology service

Maintenance and Minor Changes

Examples of this type of change are:

1. Application-based security or business needs patches
2. Operating system patches (critical, hotfixes, and service packs)
3. Regularly scheduled maintenance
4. Changes that are not likely to cause a service outage

Emergency and Unplanned Outage Changes

Examples of this type of change are:

1. Building is without service
2. A severe degradation of service needing immediate action
3. A system/application/component failure causing a negative impact on business operations
4. A response to a natural disaster
5. A response to an emergency business need
6. A change requested by emergency responder personnel

8. Policy Review

This policy shall be reviewed annually.