District IT

Change Management

To deliver the highest quality of availability and facilitate effective communication with our user communities, all planned systems & network updates, outages, and modifications are now required to conform to the following criteria.

* Planned outages will fall within 2p & 10p Fridays, to minimize impact upon instruction.
* Requests for planned outages must be submitted in writing the Monday prior.
	+ Requests will be assessed by Wednesday and scheduled accordingly
	+ Communication will go out to colleges of impending outages by end of day Wednesday prior to planned outages
	+ AVC of Tech or Director of Tech Support Services will assess and approve for addition to weekly change calendar

To receive approval, you'll need to define:

* scope/impact
* course of action
* anticipated duration
* needs for backup from systems, networking, help desk counterparts, if applicable
* vendor involvement, if applicable
* need for overtime/comp time approval

If need is urgent:

* source of urgency
* impact of outage
* needs for backup from systems, networking, help desk counterparts, if applicable
* need for vendor involvement
* need for overtime/comp time approval