
SOUTHSIDE VIRGINIA COMMUNITY COLLEGE INFORMATION TECHNOLOGY SECURITY PLAN

IT Asset Management: *Configuration Management and Change Control*

Change Control Procedure

In accordance with the [COV ITRM 501-01](#), configuration management and change control practices must be in place so that changes to the IT environment do not compromise System Office and college security controls.

The change control process ensures that changes are authorized, coordinated and documented.

Requirement: New systems and/or major changes to existing systems are required to follow the formal process of documentation, specification, testing, quality control, and managed implementation and must be controlled on the basis of defined procedures. Defined procedures must include, at a minimum, a method of assessing and managing risks, authorization by appropriate management, and recording configuration and changes accurately. The procedures for applicable changes to hardware, software and IT infrastructure as defined by SVCC are as follows:

1. A user may initiate a request for change using the IT Asset Control: *Configuration Management and Change Control*, Change Request Form.(Attachment J 3.1) *Note: Changes to college enterprise edge devices must be coordinated through VCCS Information Technology Services.*
2. The requestor and the requestor's supervisor must fill out the required fields on the form; then the requestor's supervisor must sign the form and send it to the IT Network Administrator for approval.
3. The IT Network Administrator must then do a risk analysis for the change requested based on the following criteria. The change must be on the approved hardware or software list as maintained by SVCC IT staff, or must be deemed appropriate (certified) for use via direct testing by SVCC IT staff, or documented vendor certification. Testing and development for the change must occur in a non-production environment / network. Testing includes patches, service packs and other updates; automated updates for critical systems are prohibited. Programmer changes to code during user testing or after user acceptance is prohibited.
4. The IT Network Administrator will then approve or deny the change request based on the findings during the risk assessment /certification process.

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5. If the change is approved by the IT Network Administrator, the SVCC Security Committee, or college ISO will read, approve, and sign the Change Request Form.
6. The IT Network Administrator will then assign the change task to the appropriate IT staff member.
7. The assigned IT staff member will then fill out the proper fields on the form to indicate the status of the task.
8. If the task is completed, it will be so indicated, with time and date of completion given, and the staff member will sign the form.
9. If task cannot be completed, this will be indicated by the IT staff member assigned to the task with an explanation of the same.
10. Documentation of all changes is to include hardware and software versions and will be maintained by SVCC IT Network staff.
11. Copies of the completed form will be kept by the IT staff for audit purposes.

*In emergency situations, the SVCC Change Control Procedure may be circumvented as deemed necessary and proper by the IT Network Administrator, or SVCC senior management. The changes will be reviewed and approved after the problem is resolved.