



Information Security Change Management Policy

Department: Campus Technology	Date Created: 2/10/2025
Owner: IT Department	Date Last Revised: 4/2/2025

Printed copies of this document are for reference only.

1. Policy Statement

The purpose of the Information Security Change Management Policy is to establish rules regarding the creation, revision, and documentation of changes made to technology and the IT department.

1.1 Scope

The scope of this policy applies to any personnel in the IT department that is attempting to make infrastructural, organizational, information systems, or major network changes. For example, below is an instance of each type of change:

- Network Changes
 - Replacing network cables in a network closet does not require a change request.
 - Adding or changing a switch or multiple switches in the network closet requires a change request.
- Organizational Changes
 - Reviewing grammar or formatting mistakes in a policy does not require a change request.
 - Changing the scope of a policy requires a change request.
- Information Systems Changes
 - Making edits or changes to information in an information system (such as colleague) does not request a change request
 - Taking an information system (such as Colleague) offline for an hour for maintenance requires a change request.
- Infrastructure Changes
 - Maintaining current infrastructure, such as cleaning up a data center, does not require a change request.
 - Adding in new physical security measures, such as door lock guards, cameras, or check-in journals, requires a change request.

1.2 Exceptions

Exceptions to this policy require explicit permission from IT management or Leadership to complete change

1.3 Change Management Requirements

Lewis and Clark Community College's Information security program requires that all major changes, logical and physical, be submitted to the IT department's management with a reasonable amount of preparation time given. The following must be provided and documented prior to any changes:

- Change Justification
- Description of the change
- Date(s) of the change:
- Owner of the change
- Change Rollback/backup plan
- Indication of the change's success or failure
- Communication plan

In addition to the change information, the change will be rated on the following categories on a one to five scale (1=low to 5=critical).

- Impact
- Importance
- Implementation Difficulty
- Priority (Impact * Importance)

Changes cannot be made until they are first submitted to the designated change request form, and only emergency changes may bypass the form and be filled out retroactively. Emergency changes are made to ensure critical business processes remain functional under the assumption they will be later documented.

All changes will be submitted with the required fields to an electronic form prior to making any changes.

1.4 Enforcement

Any violation of this policy will be reported directly to the infringers' supervisor, and any applicable stakeholders. Any third-party company or entity using Lewis & Clark systems found in violation of this policy may be subject to review and evaluation of their contract.

1.5 Policy Review

This policy shall be reviewed and updated periodically by the IT department to ensure its effectiveness and compliance with relevant laws, regulations, and industry standards.

1.6 Revision history

Below is the recorded history of the policy. This must be updated each time the policy undergoes changes.

Date	Change Description	Author – Position	Approved By - Position
2-10-2025	Policy creation	McLaughlin – Information Security Analyst	-
2-21-2025	Revisions from 2-13-25 meeting. Adding template changes.	McLaughlin – Information Security Analyst	-
3-18-2025	Watermark removed. Ready for approval	McLaughlin – Information Security Analyst	Not approved, requires revision
3-24-2025	Added more explanation to what requires change requests in the scope. Reworded requirements	McLaughlin – Information Security Analyst	-
3-26-2025	Fixed grammatical errors. To be sent to leadership for review	McLaughlin – Information Security Analyst	-
4-1-2025	Made changes requested by the CDTO. Removed watermark.	McLaughlin – Information Security Analyst	-
4-2-2025	CDTO accepted changes. Prepared for approval	McLaughlin – Information Security Analyst	<i>Ron Wall</i>

-----END OF DOCUMENT-----