

Advancement | UCF Foundation, Inc.

Information Technology Change Management Policy

Policy# 10.06

Effective Date: 05/05/2020

Responsible Department: Information Technology Services

1. PURPOSE

The purpose of the change management policy is to manage changes in a rational and predictable manner so that staff and clients of the University of Central Florida Foundation, Inc. (Foundation) can plan accordingly. Changes require serious forethought, careful monitoring, and follow-up evaluation to reduce negative impact to the user community and to increase the value of information resources.

2. APPLICABILITY

This policy applies to full, part-time and temporary University of Central Florida (UCF) and Foundation employees, contractors, consultants, interns, students, and other workers at the Foundation, including all personnel affiliated with third party employees, who use Foundation information technologies and resources.

3. POLICY

It is the policy of the Foundation to define the controls and responsibilities for managing change on all systems and applications under the management responsibility of Information Technology (IT) Services. IT Services provides information technology services used by the Foundation beyond services already provided by UCF IT. IT Services include business application management, database management, business intelligence, service desk operations, and end-user technical training.

IT Services is a service provider of computer, business systems, and overall technology services for the Foundation which complement the general services provided by UCF IT. Primary responsibility for defining business processes, implemented by supported applications, rests with the Business Owners, defined as individual directly responsible to the Foundation for the business service or function affected. IT Services is not responsible for defining business rules, rather only the implementation and integrity of the business rules defined by those responsible for those functions that IT Services supports.

The strategy of IT Services is to support the developing information system and technology needs of the Foundation. The strategic direction of the Foundation and the business in general will drive the strategy of IT Services. The Director of IT Services and Associate Vice President for Advancement Strategy meet on a regular basis to discuss the business strategy, and necessary support of the Foundation business systems.

All modifications to assigned network and data systems under the management of IT Services must be managed and documented through an approved change control process.

The Director of IT Services may explicitly exclude systems, applications, and services when it is determined those systems cannot impact the operations of production business systems or their data.

When a change is required to correct significant failures to system security or operations with an urgency that cannot tolerate delays, the Director of IT Services may authorize the use of streamlined processes to resolve time sensitive deficiencies. Only the Director of IT Services, or designee, may declare that such a condition exists (emergency change documentation procedures will apply).

4. CLARIFICATION

Requests for clarification of this policy should be sent to the Associate Vice President for Advancement Strategy.

Certified as approved by the Executive Committee of the Foundation Board of Directors on May 05, 2020.

Name: Michael J. Morsberger
Title: Vice President Advancement and Chief Executive Officer

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